



Amendment No. 5  
to  
Agreement No. 9100 NG150000012  
for  
Social Services  
between  
**AUSTIN CHILD GUIDANCE CENTER**  
and the  
**CITY OF AUSTIN**

*(Underserved Families Mental Health Program)*

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **One Hundred Ninety Eight Thousand Seven Hundred Twenty Five dollars (\$198,725)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 536,376
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 32,181	\$ 568,557
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 8,718	\$ 577,275
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 4,847	\$ 582,122
Amendment No. 4: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 198,725	\$ 780,847
Amendment No. 5: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020)	\$ 198,725	\$ 979,572

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

**Exhibit A.1 -- Program Work Statement** is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 5/21/2019]

**Exhibit A.2 -- Program Performance Measures** is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 6/5/2019]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 5/7/2019]

**Exhibit B.2 -- Program Subgrantees** is deleted in its entirety and replaced with a new Exhibit B.2 -- Program Subgrantees. [Revised 5/7/2019]

4.0 The following Terms and Conditions have been MODIFIED:

4.1.2.1 For the Program Period of 10/1/2019 through 9/30/2020, the payment from the City to the Grantee shall not exceed \$198,725 (*One Hundred Ninety Eight Thousand Seven Hundred Twenty Five dollars*).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature:



AUSTIN CHILD GUIDANCE CENTER  
Kristen Pierce-Vreeke, LMFT-S,  
Executive Director  
810 W. 45th Street  
Austin, TX 78751

Date: 9.6.19

CITY OF AUSTIN

Signature:



City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: 10/08/19



## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2020

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### ***Program Goals And Objectives***

Goal: To improve the mental health of children, adolescents, and their families through early intervention, diagnosis, and treatment to help them develop the emotional skills for meeting life's challenges.

### ***Program Clients Served***

The Program's target population is lower-income families, which is the same population the agency has served for over 63 years. ACGC serves individuals, across a diverse background, with mild to more severe mental health issues.

Current enrollment in Medicaid and/or CHIP (Children's Health Insurance Program) may be used in lieu of household income eligibility documentation outlined in Exhibit A.3 (Client Eligibility Requirements) of this agreement.

### ***Program Services And Delivery***

The Program is provided to lower-income children and families by a multidisciplinary team of case managers, social workers, counselors, psychologists, psychiatrists and nurse practitioners. The scope of services is guided by the idea that strengthened and empowered families bring up healthy children. Individual and family therapy is the cornerstone of ACGC services. It focuses on the child's needs and what is developmentally appropriate. The child is treated within the context of the family, and incorporates parents and family members in the plan for treatment. This ultimately gives the child the greatest amount of support. When extensive family involvement is appropriate, family therapy gives everyone in the child's system a chance to heal, grow, and learn effective ways of interacting that fosters the best environment for the child.

Group therapy is an option for children who need assistance in developing skills for positive peer relationships. Working in groups gives children opportunities to practice managing conflict, negotiating social situations, and reaching consensus. It provides a forum for communication of feelings through appropriate expressions amongst peers. The Center also offers ADHD Parenting groups, which is based off Russell Barkley's evidence-based treatment. The ADHD Parenting group is offered in English and Spanish and at no-cost to participants.

Psychological assessments are also provided for children who are exhibiting complex symptoms. Psychologists use in-depth, empirically based assessments to identify specific problems, provide diagnosis and recommend the best intervention methods for treatment. The psychologist then provides feedback that answers parents' questions, enhances the parents' understanding of their child, and gives them a "road map" for going forward. Psychiatric evaluations are also accessible for children who are engaged in therapy at ACGC. In the community, psychological and psychiatric services are rarely available to low-income families.

The agency's Friday Walk-In Clinic from 2:00pm-4:00pm provides immediate help for children and their families and no appointment is required. This service fulfills an important gap in services for our community. It is often the case that a child needs immediate attention, but parents cannot acquire an appointment for several weeks. Walk-In Clinic services are proactive and preventative, serving local children and families immediately, before issues and problems escalate or become buried.

One main strategy of the Program is to not turn any family away for inability to pay for services. The Program's Sliding Fee Scale (SFS) services provide financial assistance to lower income un-insured/under-insured families. The Center strives to serve clients with financial need by offering a sliding fee scale. This metric is based on Federal Poverty Guidelines and is used to adjust client service fees according to gross family income and household size. The Center verifies client income data by obtaining pay stubs, statements and/or self-declarations, which are signed, self-reported declarations of income. An eligible client's corresponding fee scale percentage represents the percent of service fees that the client will be held financially responsible; percentages range from 10% to 90%. Once the fee percentage is determined, clients sign a fee contract, which details the terms of their reduced fees.

The Center provides additional reductions (including waiving fees altogether) for clients with unique financial circumstances, such as excessive medical costs, that are above and beyond normal costs of living. To receive further reduction, clients are asked to submit documentation of incurred expenses. The Center's management team, comprised of four of the Center's Directors, including the Executive Director, reviews each submission to determine eligibility for and amount of additional fee reductions.

*Created 4/8/2015 11:25:00 AM*

*Last Modified, If Applicable 5/21/2019 10:26:00 AM*

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2020

In addition to these core services offered on a sliding fee scale, ACGC provides no cost parent education classes on various topics. The Program also provides direct services to children and families throughout the community through various projects with community partners. The Program collects and tracks client information, individual/family client's plan of care goals and quarterly satisfaction surveys to ensure accurate, ongoing measurement and evaluation of services.

**Evidence-Based Strategies:** The Program uses evidence-based mental health care strategies with individual, family and group counseling services and psychological assessments. The rationale behind program design is connected to community need, evidence-based practices and local/regional/national statistical data. In providing counseling services to children, the agency uses Parent-Child Interaction Therapy (for children six and under) as well as Cognitive Behavioral Therapy and Trauma-Focused Cognitive Behavioral Therapy. These are evidence-based practices that integrate trauma-sensitive interventions, cognitive-behavioral principles, as well as aspects of attachment, developmental neurobiology, empowerment, and humanistic theoretical models to optimally address the needs of children and families. Following the recommendations of trauma informed systems of care, ACGC redesigned its intake systems to include trauma screening, and trained staff in the most current evidence-based treatments on trauma. ACGC developed a new Client Satisfaction Survey to measure trauma informed indicators such as feelings of safety at the Center, transparency, and collaboration in treatment.

In-depth psychological assessments provide direction and insight on treatment for families and therapists. Evidence-based practices for psychological assessments refer to choosing assessment measures with strong empirical support in terms of diagnostic validity and treatment utility. The agency uses evidence-based practices for the assessment of childhood disorders such as ADHD, autism, trauma and learning disabilities. Evidence-based measures include the Wechsler Intelligence Scale for Children, 4th Edition; Behavior Assessment System for Children, 2nd Edition (BASC-2); the Autism Diagnostic Observation System, 2nd Edition (ADOS-2); and the Differential Abilities Scale, 2nd Edition (DAS-2).

### ***System for Collecting and Reporting Program Data***

ACGC tracks a wide array of demographic and geographic information for use in reporting and planning. ACGC tracks both outputs and outcomes, through an electronic data system. Intake data is collected by the Intake Specialist, and electronic client charts are created in eCharts. ACGC's Filemaker Pro database (an Electronic Medical Record system created specifically for ACGC) by the Data Specialist. Therapists utilize e-Charts to record notes, goals, and sessions. ACGC's Program Specialist runs reports and is responsible for entering information into CTK.

ACGC tracks output/outcome data across agency functions to improve systems, procedures, and policies. In addition, key performance indicators are established for Board reporting. These indicators reflect agency performance measures, such as status of finances, progress of client treatment goals, average hours of service delivery, intake information, number of clients on waiting list, service effectiveness, and clients' measure of satisfaction of services received.

### ***Performance Evaluation***

Client services are recorded on a Direct Service Report (DSR) and include the client name, case number, service date, service type, time, provider name and pay source. The information is entered into a client database in Filemaker Pro, which also contains the client's name, ID #, demographics, and family information. Client files contain progress notes, intake information, releases, permission for treatment, specialized reports/assessments, evaluations, on-going goals, action steps, and rating scales. These records are held in locked files in a secure office area and computerized files. Client progress is collected, measured, and reported. Treatment goals/action steps are reviewed, rated, and evaluated weekly by the family and therapist. In addition to the goals, information is taken at a client's first session, which assesses behavior change needs perceived by the family and therapist, and is noted at various benchmarks during treatment. Progress goals are measured by the following: 1) too few sessions or no goals established 2) no progress on goals 3) made progress on some goals 4) made progress on all goals. The closing summary reports accomplishment of goals and client changes. All outcomes are summarized and reported on a case closing document.

### ***Quality Improvement***

A variety of reports are generated weekly, monthly, and quarterly on outputs and outcomes. When families complete treatment, closing reports provide the client progress measurements. This data is summarized quarterly for improvement rates. For onsite group services, activity data sheets are summarized on each participating child in order to report progress. For ADHD parenting classes, increased skills/knowledge is part of the parenting index/scales, which are used to demonstrate changes in stress and behavior. ACGC has implemented a quarterly satisfaction survey process. During one week each

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## ***Program Work Statement***

*Contract Start Date***9/1/2015***Contract End Date***9/30/2020**

quarter, all clients are asked to complete a satisfaction survey (English or Spanish) that addresses satisfaction levels. Results from these surveys are compiled and reported to internal and external stakeholders, and are tracked over time to see trends. ACGC prepares reports for internal and external constituencies. Aggregated client outputs and progress reports help the agency look at, evaluate and plan for location of services in the community; mix of on-site and off-site services; populations to target; and efficacy of our interventions. Parent surveys are aggregated to determine client satisfaction, as well as indicators of trauma-informed systems (i.e. how well ACGC included the families in the process).

### ***Service Coordination with Other Agencies***

ACGC is dedicated to working with the Austin/Travis County continuum of mental health service providers to minimize duplication of efforts and increase efficiencies through cross-agency service referrals. ACGC currently coordinates services off-site within the community to ensure that lower-income families have access to affordable/no cost behavioral health care. The agency assists the Juvenile Probation Offices by providing mental health services at the Intermediate Sanction Center. The agency coordinates with LifeWorks, Any Baby Can, and People's Community Clinic and Austin Independent School District to serve pregnant and parenting teens. The Infant and Early Childhood Project coordinates with United Way, Raising Austin and YWCA to deliver social/emotional learning skills to 8 at-risk childcare centers. As a result of coordination, families access quality care that integrates mental health, education, service coordination and outreach services.

### ***Service Collaboration with Other Agencies***

Currently, the agency receives referrals from the Domestic Relations Office, the Austin Police Department Victim Services, Child Protective Services, Austin Independent School District, Juvenile Court and community partnerships with: SafePlace, People's Community Clinic, LifeWorks, Center for Child Protection, Easter Seals Central Texas, Shoal Creek, Manos de Cristo, Austin Children Shelter and Helping Hand Home. The ACGC's Intake Specialist refers clients out to various agencies that provide healthcare, education, and basic needs services. These same agencies also refer clients to ACGC that require outpatient behavioral healthcare. The agency has a long history of referrals/coordination with the aforementioned providers.

### ***Community Planning Activities***

In 2013, ACGC developed the Trauma Informed Care Consortium of Central Texas (TICC). The TICC convenes over 35 child-serving agencies who work with children and families who have experienced trauma, to share resources and best practices, and provide training. ACGC has developed a website, and has provided presentations and trainings to local and regional agencies, coalitions, and planning groups on trauma-informed care. ACGC is a member of the Children and Youth Mental Health Planning Partnership (CYMHPP), and ACGC's Director of Program Services serves as co-chair. In addition, ACGC is an active participant and hosts a monthly meeting of the Community Partners for Children at the agency's center.

ACGC is active in many other community planning organizations and activities, including: the Texas Association of Infant Mental Health, United Way Success By Six, One Voice Central Texas, and the Travis County Model Court. ACGC's Executive Director and Director of Program Services were involved in the Community Health Assessment / Plan process (CHA/CHIP), and Senator Kirk Watson's "10 In 10" initiative. Our Director of Psychological Services has served on Austin ISD's School Health Advisory Council.

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2020**Period Performance Start**  
10/1/2019**Period Performance End**  
9/30/2020**Outputs**

<b>OP #</b>	<b>Output Measure Description</b>	<b>Period Goal</b>		
		<b>City</b>	<b>Other</b>	<b>Total</b>
1	Total Number of Unduplicated Clients Served	321	2953	3274
2	Number of clients provided professional counseling & specialized group services	237	2176	2413

**Program Performance Measures**Contract Start  
9/1/2015Contract End  
9/30/2020Period Performance Start  
10/1/2019Period Performance End  
9/30/2020**Outcomes**

<b>OC Item</b>	<b>Outcome Measure Description</b>	<b>Total Program Goal</b>
1 Num	Number of individuals making progress on their treatment plan goal(s)	340
1 Den	Number of individuals evaluated for progress on treatment plan goals(s)	400
1 Rate	Percent of individuals making progress toward their treatment plan goals	85
2 Num	Number of individuals demonstrating improved life skill(s)	85
2 Den	Number of individuals participating in the activity	100
2 Rate	Percent of individuals who demonstrate improved life skills	85



**Program Budget and Narrative**

Program Start 10/1/2019  
Program End 9/30/2020

	City Share	Other	Total
<b>Salary plus Benefits</b>	<b>\$157,758.00</b>	<b>\$1,521,664.00</b>	<b>\$1,679,422.00</b>
General Operations Expenses	\$35,967.00	\$254,516.00	\$290,483.00
Program Subgrantees	\$5,000.00	\$35,000.00	\$40,000.00
Staff Travel	\$0.00	\$0.00	\$0.00
Conferences	\$0.00	\$10,000.00	\$10,000.00
<b>Operations SubTotal</b>	<b>\$40,967.00</b>	<b>\$299,516.00</b>	<b>\$340,483.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$0.00	\$3,500.00	\$3,500.00
Other Assistance	Please Specify	Please Specify	Please Specify
<b>Other Assistance Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$3,500.00</b>	<b>\$3,500.00</b>
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$198,725.00</b>	<b>\$1,824,680.00</b>	<b>\$2,023,405.00</b>

**Detailed Budget Narrative****Salaries plus Benefits**

Salaries, benefits and employment taxes for staff working on the program.

**General Op Expenses**

Occupancy costs (utilities, maintenance, and contracted services; postage; telephone; printing and duplication; audit / accounting; computer services; organizational insurance; and program and office supplies.

**Program Subgrantees**

A portion of the psychiatrist expenses are included in the City project. The psychiatrist provides psychiatric evaluations and on-going medication monitoring for clients who are actively engaged in therapy at ACGC.

**Staff Travel**

N/A

**Conferences**

N/A

**Food and Beverage**

N/A

**Financial Assistance**

N/A

**Other Assistance**

N/A

**Capital Outlay**

Created 5/7/2019 8:31:03 AM

Last Modified, If Applicable 5/7/2019 8:31:00 AM

***Program Budget and Narrative***

*N/A*

	<b><i>Contract Term</i></b>
<b><i>Start Date</i></b>	9/1/2015
<b><i>End Date</i></b>	9/30/2020

***Subgrantee's Information***

***Name***

Glenda Matthew, M.D.

***Length of Term***

***Start Date*** 10/1/2019

***End Date*** 9/30/2020

***City of Austin Funded Amount*** \$5,000.00

***Number of Clients to be Served:*** 200

***Services to be subcontracted***

Psychiatric services



Amendment No. 4  
to  
Agreement No. NG150000012  
for  
Social Services  
between  
**AUSTIN CHILD GUIDANCE CENTER**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is ***One Hundred Ninety Eight Thousand Seven Hundred Twenty Five dollars (\$198,725)***. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 536,376
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 32,181	\$ 568,557
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 8,718	\$ 577,275
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 4,847	\$ 582,122
Amendment No. 4: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 198,725	\$ 780,847

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

**Exhibit A.2 -- Program Performance Measures** is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 7/3/2018]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 7/3/2018]

**Exhibit B.2 -- Program Subgrantees** is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subgrantees**. [Revised 7/3/2018]

- 4.0 The following Terms and Conditions have been MODIFIED:

4.1.2.1 For the Program Period of 10/1/2018 through 9/30/2019, the payment from the City to the Grantee shall not exceed \$198,725 (One Hundred Ninety Eight Thousand Seven Hundred Twenty Five dollars).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

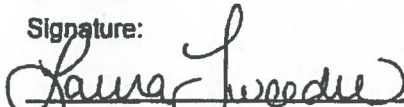
7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

**GRANTEE**

Signature:



AUSTIN CHILD GUIDANCE CENTER  
Laura Tweedie, Interim Executive Director  
810 W. 45th Street  
Austin, TX 78751

Date: 7.19.2018

**CITY OF AUSTIN**

Signature:



City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: 08/17/18



**Program Performance Measures***Contract Start*  
9/1/2015*Contract End*  
9/30/2019*Period Performance Start*  
10/1/2018*Period Performance End*  
9/30/2019**Outputs**

<i>OP #</i>	<i>Output Measure Description</i>	<i>Period Goal</i>		
		<i>City</i>	<i>Other</i>	<i>Total</i>
1	Total Number of Unduplicated Clients Served	321	2953	3274
2	Number of clients provided professional counseling & specialized group services	237	2176	2413

**Program Performance Measures****Contract Start**  
9/1/2015**Contract End**  
9/30/2019**Period Performance Start**  
10/1/2018**Period Performance End**  
9/30/2019**Outcomes**

<b>OC Item</b>	<b>Outcome Measure Description</b>	<b>Total Program Goal</b>
1 Num	Number of individuals making progress on their treatment plan goal(s)	340
1 Den	Number of individuals evaluated for progress on treatment plan goals(s)	400
1 Rate	Percent of individuals making progress toward their treatment plan goals	85
2 Num	Number of individuals demonstrating improved life skill(s)	85
2 Den	Number of individuals participating in the activity	100
2 Rate	Percent of individuals who demonstrate improved life skills	85

**Program Budget and Narrative**

Program Start 10/1/2018

Program End 9/30/2019

	City Share	Other	Total
<b>Salary plus Benefits</b>	<b>\$157,758.00</b>	<b>\$1,521,664.00</b>	<b>\$1,679,422.00</b>
General Operations Expenses	\$35,967.00	\$254,516.00	\$290,483.00
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Conferences	\$0.00	\$10,000.00	\$10,000.00
<b>Operations SubTotal</b>	<b>\$40,967.00</b>	<b>\$299,516.00</b>	<b>\$340,483.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$0.00	\$3,500.00	\$3,500.00
Other Assistance	Please Specify	Please Specify	Please Specify
Other Assistance Amount	\$0.00	\$0.00	\$0.00
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$3,500.00</b>	<b>\$3,500.00</b>
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$198,725.00</b>	<b>\$1,824,680.00</b>	<b>\$2,023,405.00</b>

**Detailed Budget Narrative****Salaries plus Benefits**

Salaries, benefits and employment taxes for staff working on the program.

**General Op Expenses**

Occupancy costs (utilities, maintenance, and contracted services; postage; telephone; printing and duplication; audit / accounting; computer services; organizational insurance; and program and office supplies.

**Program Subgrantees**

A portion of the psychiatrist expenses are included in the City project. The psychiatrist provides psychiatric evaluations and on-going medication monitoring for clients who are actively engaged in therapy at ACGC.

**Staff Travel**

N/A

**Conferences**

N/A

**Food and Beverage**

N/A

**Financial Assistance**

N/A

**Other Assistance**

N/A

**Capital Outlay**

Created 6/12/2018 3:41:20 PM

Last Modified, If Applicable 7/3/2018 2:39:00 PM

***Program Budget and Narrative***

*N/A*

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	<b>Contract Term</b>
<b>Start Date</b>	9/1/2015
<b>End Date</b>	9/30/2019

***Subgrantee's Information***

***Name***

Glenda Matthew, M.D.

***Length of Term***

**Start Date** 10/1/2018

**End Date** 9/30/2019

**City of Austin Funded Amount** \$5,000.00

**Number of Clients to be Served:** 200

***Services to be subcontracted***

Psychiatric services





Amendment No. 3  
to  
Agreement No. NG150000012  
for  
Social Services  
between  
**AUSTIN CHILD GUIDANCE CENTER**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Four Thousand Eight Hundred Forty Seven dollars (\$4,847)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 536,376
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 32,181	\$ 568,557
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Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 4,847	\$ 582,122

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

**Exhibit A.2 -- Program Performance Measures** is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 12/19/2017]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 12/5/2017]

- 4.0 The following Terms and Conditions have been MODIFIED:

Section 4.1 **Agreement Amount**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 37 month term shall not exceed the amount approved by City Council, which is **\$582,122 (Five Hundred EightyTwo Thousand One Hundred Twenty Two dollars)**, and \$198,725 (*One Hundred Ninety Eight Thousand Seven Hundred Twenty Five dollars*) per 12 month extension option, for a total Agreement amount of \$1,178,297. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.


4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$198,725 (One Hundred Ninety Eight Thousand Seven Hundred Twenty Five dollars).

- 5.0 MBE/WBE goals were not established for this Agreement.
- 6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.
- 7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature: \_\_\_\_\_


  
AUSTIN CHILD GUIDANCE CENTER  
Russell A. Smith, LMSW, Executive Director  
810 W. 45th Street  
Austin, TX 78751

Date: \_\_\_\_\_

12/19/17

CITY OF AUSTIN

Signature: \_\_\_\_\_

  
City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: \_\_\_\_\_

01/26/18

**Program Performance Measures**

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

<i>Outputs</i>		<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID</i>	<i>Output Measure Description</i>				
1	Total Number of Unduplicated Clients Served	345	398	319	1062
2	Number of clients provided professional counseling & specialized group services	231	231	231	693

<i>Outcomes</i>		<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID</i>	<i>Outcome Measure Description</i>				
	Number of individuals making progress on their treatment plan goal(s)	413	413	340	1166
3B	Number of individuals evaluated for progress on treatment plan goals(s)	486	486	400	1372
	Percent of individuals making progress toward their treatment plan goals	84.98	84.98	85	84.99
	Number of individuals demonstrating improved life skill(s)	170	170	85	425
5B	Number of individuals participating in the activity	200	200	100	500
	Percent of individuals who demonstrate improved life skills	85	85	85	85

\* Goal Served May Include Carry-Over From Previous Period

\*\* Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be &lt; or = Sum of Periods)

Created: 4/8/2015 11:46:00 AM Last Modified, If Applicable: 12/19/2017 10:23:00 AM

**Program Budget and Narrative**

	<b>1</b>	<b>Period 2</b>	<b>3</b>	<b>Contract Start Contract End</b>	<b>9/1/2015 9/30/2018</b>
Period Start Date	9/1/2015	10/1/2016	10/1/2017		
Period End Date	9/30/2016	9/30/2017	9/30/2018		
<b>Salary plus Benefits</b>	<b>\$157,758.00</b>	<b>\$157,758.00</b>	<b>\$157,758.00</b>		<b>\$473,274.00</b>
General Operations Expenses	\$26,761.00	\$31,120.00	\$35,967.00		\$93,848.00
Program Subgrantees	\$5,000.00	\$5,000.00	\$5,000.00		\$15,000.00
Staff Travel	\$0.00	\$0.00	\$0.00		\$0.00
Conferences	\$0.00	\$0.00	\$0.00		\$0.00
<b>Operations SubTotal</b>	<b>\$31,761.00</b>	<b>\$36,120.00</b>	<b>\$40,967.00</b>		<b>\$108,848.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00		\$0.00
Financial Direct Assistance to Clients	\$0.00	\$0.00	\$0.00		\$0.00
Other Assistance Amount	\$0.00	\$0.00	\$0.00		\$0.00
<b>Direct Assistance SubTotal</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<b>Capital Outlay Amount</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<b>Total</b>	<b>\$189,519.00</b>	<b>\$193,878.00</b>	<b>\$198,725.00</b>		<b>\$582,122.00</b>
Total Period Percentage	32.56	33.31	34.14		

**Detailed Budget Narrative**

<b>Salaries plus Benefits</b>	Salaries, benefits and employment taxes for staff working on the program.
<b>General Op Expenses</b>	Occupancy costs (utilities, maintenance, and contracted services; postage; telephone; printing and duplication; audit / accounting; computer services; organizational insurance; and program and office supplies.
<b>Program Subgrantees</b>	A portion of the psychiatrist expenses are included in the City project. The psychiatrist provides psychiatric evaluations and on-going medication monitoring for clients who are actively engaged in therapy at ACGC.
<b>Staff Travel</b>	
<b>Conferences</b>	
<b>Food and Beverage</b>	
<b>Financial Assistance</b>	
<b>Other Assistance</b>	
<b>Capital Outlay</b>	





Amendment No. 2  
to  
Contract No. NG150000012  
for  
Social Services  
between  
**AUSTIN CHILD GUIDANCE CENTER**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is ***Eight Thousand Seven Hundred Eighteen dollars (\$8,718)***. The total Agreement amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 536,376
Amendment No. 1: Add funds to Contract and modify Exhibits	\$ 32,181	\$ 568,557
Amendment No. 2: Add funds to Contract and modify Exhibits	\$ 8,718	\$ 577,275

- 3.0 The following changes have been made to the original contract EXHIBITS:

**Exhibit A.1 -- Program Work Statement** is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 2/7/2017]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 2/7/2017]

**Exhibit E – Business Associate Agreement** is added to the Agreement.

- 4.0 The following Terms and Conditions have been MODIFIED:

Section 1.2 **Responsibilities of the Grantee**. The Grantee shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Agreement Exhibits. The Grantee shall assure that all Agreement provisions are met by any Subgrantee performing services for the Grantee.

Section 4.1 **Agreement Amount**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this



Agreement for the initial 37 month term shall not exceed the amount approved by City Council, which is **\$577,275 (Five Hundred Seventy Seven Thousand Two Hundred Seventy Five dollars)**, and \$193,878 (*One Hundred NinetyThree Thousand Eight Hundred Seventy Eight dollars*) per 12 month extension option, for a total Agreement amount of \$1,158,909. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

Section 4.1.1.2 Transfers between or among the approved budget categories in excess of 10% or more than \$50,000 will require the City Agreement Manager's approval, and must meet all of the conditions outlined in Section 4.1.1.1 (ii) and (iii) above.

- i. The Grantee must submit a Budget Revision Form to the City prior to the submission of the Grantee's first monthly billing to the City following the transfer.

Section 4.1.2 Payment to the Grantee shall be made in the following increments:

4.1.2.2 For the Program Period of 10/1/2016 through 9/30/2017, the payment from the City to the Grantee shall not exceed \$193,878 (*One Hundred NinetyThree Thousand Eight Hundred Seventy Eight dollars*);

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$193,878 (*One Hundred NinetyThree Thousand Eight Hundred Seventy Eight dollars*).

Section 4.3.1 All requests accepted and approved for payment by the City will be paid within 30 calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without the information required in Section 4.2 cannot be processed, will be returned to the Grantee, and City will make no payment in connection with such request.

Section 4.4 **Non-Appropriation.** The awarding or continuation of this Agreement is dependent upon the availability of funding and authorization by Council. The City's payment obligations are payable only and solely from funds appropriated and available for this Agreement. The absence of appropriated or other lawfully available funds shall render the Agreement null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Grantee. The City shall provide the Grantee written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Agreement, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Agreement. In the event of non- or inadequate appropriation of funds, there will be no penalty or removal fees charged to the City.

Section 4.7.1 The City agrees to pay Grantee for services rendered under this Agreement and to reimburse Grantee for actual, eligible expenses incurred and paid in accordance with all terms and conditions of this Agreement. The City shall not be liable to Grantee for any costs incurred by Grantee which are not reimbursable as set forth in Section 4.8.

Section 4.7.4 The City shall not be liable to Grantee for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Grantee which were: a) incurred prior to the effective date of this Agreement or outside the Agreement period as referenced in Sections 4.1.2 and 4.8.1., or b) not billed to the City within 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.7.6 Grantee shall deposit and maintain all funds received under this Agreement in either a separate numbered bank account or a general operating account, either of which shall be

supported with the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Agreement. The Grantee's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Agreement are disbursed. Grantee must be able to produce an accounting system-generated report of exact expenses or portions of expenses charged to the City for any given time period.

Section 4.8.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in Section 4.1.2, directly and specifically in the performance of this Agreement, and in conformance with the Agreement Exhibits. Grantee agrees that, unless otherwise specifically provided for in this Agreement, payment by the City under the terms of this Agreement is made on a reimbursement basis only; Grantee must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Agreement and subject to payment by the City. Expenses incurred during the Program Period may be paid up to 30 days after the end of the Program Period and included in the Final Payment Request for the Program Period, which shall be due no later than 5 p.m. CST 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.8.3 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Agreement constitutes "written authorization." The item shall be specifically identified in the budget. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alteration, construction, or relocation of facilities
2. Cash payments, including cash equivalent gift cards such as Visa, MasterCard and American Express
3. Equipment and other capital expenditures.
4. Interest, other than mortgage interest as part of a pre-approved budget under this Agreement
5. Organization costs (costs in connection with the establishment or reorganization of an organization)
6. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over \$5,000
7. Selling and marketing
8. Travel/training outside Travis County

Section 4.8.4 The following types of expenses are specifically **not allowable** with City funds under this Agreement. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alcoholic beverages
2. Bad debts
3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity
4. Contingency provisions (funds). (Self-insurance reserves and pension funds are allowable.)
5. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement
6. Deferred costs
7. Depreciation
8. Donations and contributions including donated goods or space
9. Entertainment costs, other than expenses related to client incentives



10. Fines and penalties (including late fees)
11. Fundraising and development costs
12. Goods or services for officers' or employees' personal use
13. Housing and personal living expenses for organization's officers or employees
14. Idle facilities and idle capacity
15. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant
16. Lobbying or other expenses related to political activity
17. Losses on other agreements or casualty losses
18. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Agreement
19. Taxes, other than payroll and other personnel-related levies
20. Travel outside of the United States of America

Section 4.9.5 Grantee shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ctkodm.com/austin/>, and required AFR Attachments, including a copy of the Grantee's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year to be due in conjunction with submission of the Grantee's annual financial audit report or financial review report as outlined in Section 4.12.4. If Grantee filed a Form 990 or Form 990EZ extension request, Grantee shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within 30 days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

Section 4.10.1 Grantee shall maintain written policies and procedures approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans with Disabilities Act; Conflict of Interest; Whistleblower; and Criminal Background Checks.

Section 4.11.2 The City expressly reserves the right to monitor client-level data related to services provided under this Agreement. If the Grantee asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided and is subject to acceptance by the City's Law Department.

Section 4.11.3 Grantee shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Agreement Term upon request following the receipt of the final report.

Section 4.12.2 If Grantee is not subject to the Single Audit Act, and expends \$750,000 or more during the Grantee's fiscal year, then Grantee shall have a full financial audit performed in accordance with Generally Accepted Auditing Standards (GAAS). If less than \$750,000 is expended, then a financial review is acceptable, pursuant to the requirements of this Agreement.

Section 4.12.4 Grantee must submit 1 Board-approved, bound hard copy of a complete financial audit report or financial review report, to include the original auditor Opinion Letter/Independent Auditor's Report within 270 calendar days of the end of Grantee's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report or financial review report must include the Management Letter/Internal Controls Letter, if one was issued by the auditor. Grantee may not submit electronic copies of financial audit reports or financial review reports to the City. Financial audit reports or financial review reports must be provided in hard copy, and either mailed or hand-delivered to the City.

Section 4.12.6 The City will contact the Board Chair to verify that the auditor presented the financial audit report/financial review report to the Grantee's Board of Directors or a committee of the Board.

- i. Grantee's Board Chair must submit a signed and dated copy of the APH Board Certification form to the City as verification.

A signed and dated copy of the APH Board Certification form will be due to the City with the financial audit report/financial review report. The City will deem the financial audit report/financial review report incomplete if the Grantee fails to submit the Board Certification form, as required by this Section.

Section 8.6 **Business Continuity**. Grantee warrants that it has adopted a business continuity plan that describes how Grantee will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Grantee shall provide a copy of the plan to the City's Agreement Manager upon request at any time during the term of this Agreement, and the requested information regarding the Business Continuity Plan shall appear in the annual Administrative and Fiscal Review document.

Section 8.21.1.4 require that all Subgrantees obtain and maintain, throughout the term of their Subagreement, insurance in the type required by this Agreement, and in amounts appropriate for the amount of the Subagreement, with the City being a named insured as its interest shall appear;

**5.0 The following Terms and Conditions have been ADDED to the Agreement:**

Section 4.3.3.8 identification of previously reimbursed expenses determined to be unallowable after payment was made.

Section 4.10.2 Grantee shall provide the City with copies of revised Articles of Incorporation and Doing Business As (DBA) certificates (if applicable) within 14 calendar days of receipt of the notice of filing by the Secretary of State's office. Grantee shall provide the City with copies of revised By-Laws within 14 calendar days of their approval by the Grantee's governing body.

Section 8.6.1 Grantee agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes. Grantee participation includes assisting the City to provide disaster response and recovery assistance to individuals and families impacted by manmade or natural disasters.

Section 8.21.1.6 maintain and make available to the City, upon request, Certificates of Insurance for all Subgrantees.

Section 8.27 **Public Information Act**. Grantee acknowledges that the City is required to comply with Chapter 552 of the Texas Government Code (Public Information Act). Under the Public Information Act, this Agreement and all related information within the City's possession or to which the City has access are presumed to be public and will be released unless the information is subject to an exception described in the Public Information Act.

Section 8.28 **HIPAA Standards**. As applicable, Grantee and Subgrantees are required to develop and maintain administrative safeguards to ensure the confidentiality of all protected client information, for both electronic and non-electronic records, as established in the Health Insurance Portability and Accountability Act (HIPAA) Standards CFR 160 and 164, and to comply with all other applicable federal, state, and local laws and policies applicable to the



confidentiality of protected client information. Grantee must maintain HIPAA-compliant Business Associate agreements with each entity with which it may share any protected client information.

**8.28.1 Business Associate Agreement.** If performance of this Agreement involves the use or disclosure of Protected Health Information (PHI), as that term is defined in 45 C.F.R. § 160.103, then Grantee acknowledges and agrees to comply with the terms and conditions contained in the Business Associate Agreement, attached as Exhibit E.

**Section 8.29 Political and Sectarian Activity.** No portion of the funds received by the Grantee under this Agreement shall be used for any political activity (including, but not limited to, any activity to further the election or defeat of any candidate for public office) or any activity undertaken to influence the passage, defeat, or final content of legislation; or for any sectarian or religious purposes.

**Section 8.30 Culturally and Linguistically Appropriate Standards (CLAS).** The City is committed to providing effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural beliefs and practices, preferred languages, health literacy, and other communication needs. This commitment applies to services provided directly by the City as well as services provided through its Grantees. Grantee and its Subgrantees agree to implement processes and services in a manner that is culturally and linguistically appropriate and competent. Guidance on adopting such standards and practices are available at the U.S. Department of Health and Human Services Office of Minority Health's website at: <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=6>.

In some instances, failure to provide language assistance services may have the effect of discriminating against persons on the basis of their natural origin. Guidelines for serving individuals with Limited English Proficiency (LEP) are available at <https://www.lep.gov/faqs/faqs.html>.

- 6.0** MBE/WBE goals were not established for this Contract.
- 7.0** Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.
- 8.0** By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 9.0** All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

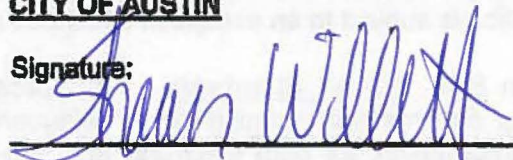
**CONTRACTOR**

Signature:



**CITY OF AUSTIN**

Signature:





AUSTIN CHILD GUIDANCE CENTER  
Russell A. Smith, LMSW, Executive Director  
810 W. 45th Street  
Austin, TX 78751

Date:

3/7/2017

City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date:

4/10/17

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*9/30/2018

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### ***Program Goals And Objectives***

Goal: To improve the mental health of children, adolescents, and their families through early intervention, diagnosis, and treatment to help them develop the emotional skills for meeting life's challenges.

### ***Program Clients Served***

The Program's target population is lower-income families, which is the same population the agency has served for over 63 years. ACGC serves individuals, across a diverse background, with mild to more severe mental health issues.

Current enrollment in Medicaid and/or CHIP (Children's Health Insurance Program) may be used in lieu of household income eligibility documentation outlined in Exhibit A.3 (Client Eligibility Requirements) of this agreement.

### ***Program Services And Delivery***

The Program is provided to lower-income children and families by a multidisciplinary team of social workers, counselors, psychologists, psychiatrists and nurse practitioners. The scope of services is guided by the idea that strengthened and empowered families bring up healthy children. Individual and family therapy is the cornerstone of ACGC services. It focuses on the child's needs and what is developmentally appropriate. The child is treated within the context of the family, and incorporates parents and family members in the plan for treatment. This ultimately gives the child the greatest amount of support. When extensive family involvement is appropriate, family therapy gives everyone in the child's system a chance to heal, grow, and learn effective ways of interacting that fosters the best environment for the child.

Group therapy is an option for children who need assistance in developing skills for positive peer relationships. Working in groups gives children opportunities to practice managing conflict, negotiating social situations, and reaching consensus. It provides a forum for communication of feelings through appropriate expressions amongst peers. The Center also offers ADHD Parenting groups, which is based off Russell Barkley's evidence-based treatment. The ADHD Parenting group is offered in English and Spanish and at no-cost to participants.

Psychological assessments are also provided for children who are exhibiting complex symptoms. Psychologists use in-depth, empirically based assessments to identify specific problems, provide diagnosis and recommend the best intervention methods for treatment. The psychologist then provides feedback that answers parents' questions, enhances the parents' understanding of their child, and gives them a "road map" for going forward. Psychiatric evaluations are also accessible for children who are engaged in therapy at ACGC. In the community, psychological and psychiatric services are rarely available to low-income families.

The agency's Friday Walk-In Clinic from 2:00pm-4:00pm provides immediate help for children and their families and no appointment is required. This service fulfills an important gap in services for our community. It is often the case that a child needs immediate attention, but parents cannot acquire an appointment for several weeks. Walk-In Clinic services are proactive and preventative, serving local children and families immediately, before issues and problems escalate or become buried.

One main strategy of the Program is to not turn any family away for inability to pay for services. The Program's Sliding Fee Scale (SFS) services provide financial assistance to lower income un-insured/under-insured families. The Center strives to serve clients with financial need by offering a sliding fee scale. This metric is based on Federal Poverty Guidelines and is used to adjust client service fees according to gross family income and household size. The Center verifies client income data by obtaining pay stubs, statements and/or self-declarations, which are signed, self-reported declarations of income. An eligible client's corresponding fee scale percentage represents the percent of service fees that the client will be held financially responsible; percentages range from 10% to 90%. Once the fee percentage is determined, clients sign a fee contract, which details the terms of their reduced fees.

The Center provides additional reductions (including waiving fees altogether) for clients with unique financial circumstances, such as excessive medical costs, that are above and beyond normal costs of living. To receive further reduction, clients are asked to submit documentation of incurred expenses. The Center's management team, comprised of four of the Center's Directors, including the Executive Director, reviews each submission to determine eligibility for and amount of additional fee reductions.

*Created 4/8/2015 11:25:00 AM**Last Modified, If Applicable 2/7/2017 3:30:00 PM*



## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2018

In addition to these core services offered on a sliding fee scale, ACGC provides no cost parent education classes on various topics. The Program also provides direct services to children and families throughout the community through various projects with community partners. The Program collects and tracks client information, individual/family client's plan of care goals and quarterly satisfaction surveys to ensure accurate, ongoing measurement and evaluation of services.

**Evidence-Based Strategies:** The Program uses evidence-based mental health care strategies with individual, family and group counseling services and psychological assessments. The rationale behind program design is connected to community need, evidence-based practices and local/regional/national statistical data. In providing counseling services to children, the agency uses Parent-Child Interaction Therapy (for children six and under) as well as Cognitive Behavioral Therapy and Trauma-Focused Cognitive Behavioral Therapy. These are evidence-based practices that integrate trauma-sensitive interventions, cognitive-behavioral principles, as well as aspects of attachment, developmental neurobiology, empowerment, and humanistic theoretical models to optimally address the needs of children and families. Following the recommendations of trauma informed systems of care, ACGC redesigned its intake systems to include trauma screening, and trained staff in the most current evidence-based treatments on trauma. ACGC developed a new Client Satisfaction Survey to measure trauma informed indicators such as feelings of safety at the Center, transparency, and collaboration in treatment.

In-depth psychological assessments provide direction and insight on treatment for families and therapists. Evidence-based practices for psychological assessments refer to choosing assessment measures with strong empirical support in terms of diagnostic validity and treatment utility. The agency uses evidence-based practices for the assessment of childhood disorders such as ADHD, autism, trauma and learning disabilities. Evidence-based measures include the Wechsler Intelligence Scale for Children, 4th Edition; Behavior Assessment System for Children, 2nd Edition (BASC-2); the Autism Diagnostic Observation System, 2nd Edition (ADOS-2); and the Differential Abilities Scale, 2nd Edition (DAS-2).

### ***System for Collecting and Reporting Program Data***

ACGC tracks a wide array of demographic and geographic information for use in reporting and planning. ACGC tracks both outputs and outcomes, through an electronic data system. Intake data is collected by the Intake Specialist, and electronic client charts are created in eCharts, ACGC's Filemaker Pro database (an Electronic Medical Record system created specifically for ACGC) by the Data Specialist. Therapists utilize e-Charts to record notes, goals, and sessions. ACGC's Program Specialist runs reports and is responsible for entering information into CTK.

ACGC tracks output/outcome data across agency functions to improve systems, procedures, and policies. In addition, key performance indicators are established for Board reporting. These indicators reflect agency performance measures, such as status of finances, progress of client treatment goals, average hours of service delivery, intake information, number of clients on waiting list, service effectiveness, and clients' measure of satisfaction of services received.

### ***Performance Evaluation***

Client services are recorded on a Direct Service Report (DSR) and include the client name, case number, service date, service type, time, provider name and pay source. The information is entered into a client database in Filemaker Pro, which also contains the client's name, ID #, demographics, and family information. Client files contain progress notes, intake information, releases, permission for treatment, specialized reports/assessments, evaluations, on-going goals, action steps, and rating scales. These records are held in locked files in a secure office area and computerized files. Client progress is collected, measured, and reported. Treatment goals/action steps are reviewed, rated, and evaluated weekly by the family and therapist. In addition to the goals, information is taken at a client's first session, which assesses behavior change needs perceived by the family and therapist, and is noted at various benchmarks during treatment. Progress goals are measured by the following: 1) too few sessions or no goals established 2) no progress on goals 3) made progress on some goals 4) made progress on all goals. The closing summary reports accomplishment of goals and client changes. All outcomes are summarized and reported on a case closing document.

### ***Quality Improvement***

A variety of reports are generated weekly, monthly, and quarterly on outputs and outcomes. When families complete treatment, closing reports provide the client progress measurements. This data is summarized quarterly for improvement rates. For onsite group services, activity data sheets are summarized on each participating child in order to report progress. For ADHD parenting classes, increased skills/knowledge is part of the parenting index/scales, which are used to demonstrate changes in stress and behavior. ACGC has implemented a quarterly satisfaction survey process. During one week each

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## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2018

quarter, all clients are asked to complete a satisfaction survey (English or Spanish) that addresses satisfaction levels. Results from these surveys are compiled and reported to internal and external stakeholders, and are tracked over time to see trends. ACGC prepares reports for internal and external constituencies. Aggregated client outputs and progress reports help the agency look at, evaluate and plan for location of services in the community; mix of on-site and off-site services; populations to target; and efficacy of our interventions. Parent surveys are aggregated to determine client satisfaction, as well as indicators of trauma-informed systems (i.e. how well ACGC included the families in the process).

### ***Service Coordination with Other Agencies***

ACGC is dedicated to working with the Austin/Travis County continuum of mental health service providers to minimize duplication of efforts and increase efficiencies through cross-agency service referrals. ACGC currently coordinates services off-site within the community to ensure that lower-income families have access to affordable/no cost behavioral health care. The agency assists the Juvenile Probation Offices by providing mental health services at the Intermediate Sanction Center. The agency coordinates with LifeWorks, Any Baby Can, and People's Community Clinic and Austin Independent School District to serve pregnant and parenting teens. The Infant and Early Childhood Project coordinates with United Way, Raising Austin and YWCA to deliver social/emotional learning skills to 8 at-risk childcare centers. As a result of coordination, families access quality care that integrates mental health, education, service coordination and outreach services.

### ***Service Collaboration with Other Agencies***

Currently, the agency receives referrals from the Domestic Relations Office, the Austin Police Department Victim Services, Child Protective Services, Austin Independent School District, Juvenile Court and community partnerships with: SafePlace, People's Community Clinic, LifeWorks, Center for Child Protection, Easter Seals Central Texas, Shoal Creek, Manos de Cristo, Austin Children Shelter and Helping Hand Home. The ACGC's Intake Specialist refers clients out to various agencies that provide healthcare, education, and basic needs services. These same agencies also refer clients to ACGC that require outpatient behavioral healthcare. The agency has a long history of referrals/coordination with the aforementioned providers.

### ***Community Planning Activities***

In 2013, ACGC developed the Trauma Informed Care Consortium of Central Texas (TICC). The TICC convenes over 35 child-serving agencies who work with children and families who have experienced trauma, to share resources and best practices, and provide training. ACGC has developed a website, and has provided presentations and trainings to local and regional agencies, coalitions, and planning groups on trauma-informed care. ACGC is a member of the Children and Youth Mental Health Planning Partnership (CYMHPP), and ACGC's Director of Program Services serves as co-chair. In addition, ACGC is an active participant and hosts a monthly meeting of the Community Partners for Children at the agency's center.

ACGC is active in many other community planning organizations and activities, including: the Texas Association of Infant Mental Health; United Way Success By Six; One Voice Central Texas; and the Travis County Model Court. ACGC's Executive Director and Director of Program Services were involved in the Community Health Assessment / Plan process (CHA/CHIP), and Senator Kirk Watson's "10 In 10" initiative. Our Director of Psychological Services has served on Austin ISD's School Health Advisory Council.

**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	9/1/2015	10/1/2016	10/1/2017		
<i>Period End Date</i>	9/30/2016	9/30/2017	9/30/2018	<i>Total</i>	
<i>Salary plus Benefits</i>	\$157,758.00	\$157,758.00	\$157,758.00		\$473,274.00
<i>General Operations Expenses</i>	\$26,761.00	\$31,120.00	\$31,120.00		\$89,001.00
<i>Program Subcontractors</i>	\$5,000.00	\$5,000.00	\$5,000.00		\$15,000.00
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Conferences</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Operations SubTotal</i>	\$31,761.00	\$36,120.00	\$36,120.00		\$104,001.00
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Financial Direct Assistance to Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Other Assistance Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Direct Assistance SubTotal</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Capital Outlay Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Total</i>	\$189,519.00	\$193,878.00	\$193,878.00		\$577,275.00
<i>Total Period Percentage</i>	32.83	33.59	33.59		

**Detailed Budget Narrative**

<b>Salaries plus Benefits</b>	Salaries and benefits for direct program staff, including LCSIW's, LPC's and Psychologists providing on-site services at ACGC's central location and in three off-site projects (TANDEM, Juvenile Court, and Infant & Early Childhood MH Project); and bi-lingual Psychologist(s) to increase bi-lingual psychological assessments to clients. Supporting program staff includes the Director of Program Services, Director of Psychological Services, and Project Coordinator for Center-Based Services. Support staff includes partial salaries for staff in finance, insurance, volunteer coordination, data management, reception, development, and Executive Director.
<b>General Op Expenses</b>	General operating expenses include occupancy costs (utilities, maintenance, and contracted services; postage; telephone; printing and duplication; audit / accounting; computer services; organizational insurance; and program and office supplies.
<b>Program Subcontractors</b>	A portion of the psychiatrist expenses are included in the City project. The psychiatrist provides psychiatric evaluations and on-going medication monitoring for clients who are actively engaged in therapy at ACGC.
<b>Staff Travel</b>	
<b>Conferences</b>	
<b>Food and Beverage</b>	
<b>Financial Assistance</b>	
<b>Other Assistance</b>	
<b>Capital Outlay</b>	



## BUSINESS ASSOCIATE AGREEMENT PROVISIONS

This Business Associate Agreement (the "Agreement"), is made by and between the Grantee (Business Associate) and the City (Covered Entity) (collectively the "Parties") to comply with privacy standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160 and 164 ("the Privacy Rule") and security standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160, 162 and 164, subpart C ("the Security Rule"), and the Health Information Technology for Economic and Clinical Health (HITECH) Act, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 and regulations promulgated there under and any applicable state confidentiality laws.

### RECITALS

WHEREAS, Business Associate provides services outlined in Exhibit A.1 to or on behalf of Covered Entity;

WHEREAS, in connection with these services, Covered Entity discloses to Business Associate certain protected health information that is subject to protection under the HIPAA Rules; and

WHEREAS, the HIPAA Rules require that Covered Entity receive adequate assurances that Business Associate will comply with certain obligations with respect to the PHI received, maintained, or transmitted in the course of providing services to or on behalf of Covered Entity.

NOW THEREFORE, in consideration of the mutual promises and covenants herein, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

- A. Definitions. Terms used herein, but not otherwise defined, shall have meaning ascribed by the Privacy Rule and the Security Rule.
1. Breach. "Breach" shall have the same meaning as the term "breach" in 45 C.F.R. §164.502.
  2. Business Associate. "Business Associate" shall have the same meaning as the term "business associate" in 45 C.F.R. §160.103 and in reference to the party to this agreement, shall mean Grantee.
  3. Covered Entity. "Covered Entity" shall have the same meaning as the term "covered entity" in 45 C.F.R. §160.103 and in reference to the party to this agreement shall mean The City of Austin.
  4. Designated Record Set. "Designated Record Set" shall mean a group of records maintained by or for a Covered Entity that is: (i) the medical records and billing records about Individuals maintained by or for a covered health care provider; (ii) the enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or (iii) used, in whole or in part, by or for the covered entity to make decisions about Individuals. For purposes of

this definition, the term "record" means any item, collection, or grouping of information that includes protected health information and is maintained, collected, used, or disseminated by or for a covered entity.

5. HIPAA Rules. The Privacy Rule and the Security Rule and amendments codified and promulgated by the HITECH Act are referred to collectively herein as "HIPAA Rules."
  6. Individual. "Individual" shall mean the person who is the subject of the protected health information.
  7. Incident. "Incident" means a potential or attempted unauthorized access, use, disclosure, modification, loss or destruction of PHI, which has the potential for jeopardizing the confidentiality, integrity or availability of the PHI.
  8. Protected Health Information ("PHI"). "Protected Health Information" or PHI shall have the same meaning as the term "protected health information" in 45 C.F.R. §160.103, limited to the information created, received, maintained or transmitted by Business Associate from or on behalf of covered entity pursuant to this Agreement.
  9. Required by Law. "Required by Law" shall mean a mandate contained in law that compels a use or disclosure of PHI.
  10. Secretary. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his or her Designee.
  11. Sensitive Personal Information. "Sensitive Personal Information" shall mean an individual's first name or first initial and last name in combination with any one or more of the following items, if the name and the items are not encrypted: a) social security number; driver's license number or government-issued identification number; or account number or credit or debit card number in combination with any required security code, access code, or password that would permit access to an individual's financial account; or b) information that identifies an individual and relates to: the physical or mental health or condition of the individual; the provision of health care to the individual; or payment for the provision of health care to the individual.
  12. Subcontractor. "subcontractor" shall have the same meaning as the term "subcontractor" in 45 C.F.R. §160.103.
  13. Unsecured PHI. "Unsecured PHI" shall mean PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the guidance issued under section 13402(h)(2) of Public Law 111-5.
- B. Purposes for which PHI May Be Disclosed to Business Associate. In connection with the services provided by Business Associate to or on behalf of Covered Entity described in this

Agreement, Covered Entity may disclose PHI to Business Associate for the purposes of providing a social service.

C. Obligations of Covered Entity. If deemed applicable by Covered Entity, Covered Entity shall:

1. provide Business Associate a copy of its Notice of Privacy Practices ("Notice") produced by Covered Entity in accordance with 45 C.F.R. 164.520 as well as any changes to such Notice;
2. provide Business Associate with any changes in, or revocation of, authorizations by Individuals relating to the use and/or disclosure of PHI, if such changes affect Business Associate's permitted or required uses and/or disclosures;
3. notify Business Associate of any restriction to the use and/or disclosure of PHI to which Covered Entity has agreed in accordance with 45 C.F.R. 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI;
4. not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by the Covered entity;
5. notify Business Associate of any amendment to PHI to which Covered Entity has agreed that affects a Designated Record Set maintained by Business Associate;
6. if Business Associate maintains a Designated Record Set, provide Business Associate with a copy of its policies and procedures related to an Individual's right to: access PHI; request an amendment to PHI; request confidential communications of PHI; or request an accounting of disclosures of PHI; and,
7. direct, review and control notification made by the Business Associate of individuals of breach of their Unsecured PHI in accordance with the requirements set forth in 45 C.F.R. § 164.404.

D. Obligations of Business Associate. Business Associate agrees to comply with applicable federal and state confidentiality and security laws, specifically the provisions of the HIPAA Rules applicable to business associates, including:

1. Use and Disclosure of PHI. Except as otherwise permitted by this Agreement or applicable law, Business Associate shall not use or disclose PHI except as necessary to provide Services described above to or on behalf of Covered Entity, and shall not use or disclose PHI that would violate the HIPAA Rules if used or disclosed by Covered Entity. Also, knowing that there are certain restrictions on disclosure of PHI. Provided, however, Business Associate may use and disclose PHI as necessary for the proper management and administration of Business Associate, or to carry out its legal responsibilities. Business Associate shall in such cases:

- (a) provide information and training to members of its workforce using or disclosing PHI regarding the confidentiality requirements of the HIPAA Rules and this Agreement;
  - (b) obtain reasonable assurances from the person or entity to whom the PHI is disclosed that: (a) the PHI will be held confidential and further used and disclosed only as Required by Law or for the purpose for which it was disclosed to the person or entity; and (b) the person or entity will notify Business Associate of any instances of which it is aware in which confidentiality of the PHI has been breached; and
  - (c) agree to notify the designated Privacy Officer of Covered Entity of any instances of which it is aware in which the PHI is used or disclosed for a purpose that is not otherwise provided for in this Agreement or for a purpose not expressly permitted by the HIPAA Rules.
- 2. Data Aggregation. In the event that Business Associate works for more than one Covered Entity, Business Associate is permitted to use and disclose PHI for data aggregation purposes, however, only in order to analyze data for permitted health care operations, and only to the extent that such use is permitted under the HIPAA Rules.
- 3. De-identified Information. Business Associate may use and disclose de-identified health information if written approval from the Covered Entity is obtained, and the PHI is de-identified in compliance with the HIPAA Rules. Moreover, Business Associate shall review and comply with the requirements defined under Section E. of this Agreement.
- 4. Safeguards.
  - (a) Business Associate shall maintain appropriate safeguards to ensure that PHI is not used or disclosed other than as provided by this Agreement or as Required by Law. Business Associate shall implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of any paper or electronic PHI it creates, receives, maintains, or transmits on behalf of Covered Entity.
  - (b) Business Associate shall assure that all PHI be secured when accessed by Business Associate's employees, agents or subcontractor. Any access to PHI by Business Associate's employees, agents or subcontractors shall be limited to legitimate business needs while working with PHI. Any personnel changes by Business Associate, eliminating the legitimate business needs for employees, agents or contractors access to PHI – either by revision of duties or termination – shall be immediately reported to Covered Entity. Such reporting shall be made no later than the third business day after the personnel change becomes effective.

5. Minimum Necessary. Business Associate shall ensure that all uses and disclosures of PHI are subject to the principle of “minimum necessary use and disclosure,” i.e., that only PHI that is the minimum necessary to accomplish the intended purpose of the use, disclosure, or request is used or disclosed; and, the use of limited data sets when possible.
6. Disclosure to Agents and Subcontractors. If Business Associate discloses PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, to agents, including a subcontractor, Business Associate shall require the agent or subcontractor to agree to the same restrictions and conditions as apply to Business Associate under this Agreement. Business Associate shall ensure that any agent, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, receives, maintains, or transmits on behalf of the Covered Entity. Business Associate shall be liable to Covered Entity for any acts, failures or omissions of the agent or subcontractor in providing the services as if they were Business Associate’s own acts, failures or omissions, to the extent permitted by law. Business Associate further expressly warrants that its agents or subcontractors will be specifically advised of, and will comply in all respects with, the terms of this Agreement.
7. Individual Rights Regarding Designated Record Sets. If Business Associate maintains a Designated Record Set on behalf of Covered Entity Business Associate agrees as follows:
  - (a) Individual Right to Copy or Inspection. Business Associate agrees that if it maintains a Designated Record Set for Covered Entity that is not maintained by Covered Entity, it will permit an Individual to inspect or copy PHI about the Individual in that set as directed by Covered Entity to meet the requirements of 45 C.F.R. § 164.524. If the PHI is in electronic format, the Individual shall have a right to obtain a copy of such information in electronic format and, if the Individual chooses, to direct that an electronic copy be transmitted directly to an entity or person designated by the individual in accordance with HITECH section 13405 (c). Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible, but not later than 30 days following receipt of the request. Business Associate agrees to make reasonable efforts to assist Covered Entity in meeting this deadline. The information shall be provided in the form or format requested if it is readily producible in such form or format; or in summary, if the Individual has agreed in advance to accept the information in summary form. A reasonable, cost-based fee for copying health information may be charged. If Covered Entity maintains the requested records, Covered Entity, rather than Business Associate shall permit access according to its policies and procedures implementing the Privacy Rule.



- (b) Individual Right to Amendment. Business Associate agrees, if it maintains PHI in a Designated Record Set, to make amendments to PHI at the request and direction of Covered Entity pursuant to 45 C.F.R. §164.526. If Business Associate maintains a record in a Designated Record Set that is not also maintained by Covered Entity, Business Associate agrees that it will accommodate an Individual's request to amend PHI only in conjunction with a determination by Covered Entity that the amendment is appropriate according to 45 C.F.R. §164.526.
- (c) Accounting of Disclosures. Business Associate agrees to maintain documentation of the information required to provide an accounting of disclosures of PHI, whether PHI is paper or electronic format, in accordance with 45 C.F.R. §164.528 and HITECH Sub Title D Title VI Section 13405 (c), and to make this information available to Covered Entity upon Covered Entity's request, in order to allow Covered Entity to respond to an Individual's request for accounting of disclosures. Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible but not later than 60 days following receipt of the request. Business Associate agrees to use its best efforts to assist Covered Entity in meeting this deadline but not later than 45 days following receipt of the request. Such accounting must be provided without cost to the individual or Covered Entity if it is the first accounting requested by an individual within any 12 month period; however, a reasonable, cost-based fee may be charged for subsequent accountings if Business Associate informs the individual in advance of the fee and is afforded an opportunity to withdraw or modify the request. Such accounting is limited to disclosures that were made in the six (6) years prior to the request (not including disclosures prior to the compliance date of the Privacy Rule) and shall be provided for as long as Business Associate maintains the PHI.
8. Internal Practices, Policies and Procedures. Except as otherwise specified herein, Business Associate shall make available its internal practices, books, records, policies and procedures relating to the use and disclosure of PHI, received from or on behalf of Covered Entity to the Secretary or his or her agents for the purpose of determining Covered Entity's compliance with the HIPAA Rules, or any other health oversight agency, or to Covered Entity. Records requested that are not protected by an applicable legal privilege will be made available in the time and manner specified by Covered Entity or the Secretary.
9. Notice of Privacy Practices. Business Associate shall abide by the limitations of Covered Entity's Notice of which it has knowledge. Any use or disclosure permitted by this Agreement may be amended by changes to Covered Entity's Notice; provided, however, that the amended Notice shall not affect permitted uses and disclosures on which Business Associate relied prior to receiving notice of such amended Notice.

10. Withdrawal of Authorization. If the use or disclosure of PHI in this Agreement is based upon an Individual's specific authorization for the use or disclosure of his or her PHI, and the Individual revokes such authorization, the effective date of such authorization has expired, or such authorization is found to be defective in any manner that renders it invalid, Business Associate shall, if it has notice of such revocation, expiration, or invalidity, cease the use and disclosure of the Individual's PHI except to the extent it has relied on such use or disclosure, or if an exception under the Privacy Rule expressly applies.
11. Knowledge of HIPAA Rules. Business Associate agrees to review and understand the HIPAA Rules as it applies to Business Associate, and to comply with the applicable requirements of the HIPAA Rule, as well as any applicable amendments.
12. Information Incident Notification for PHI. Business Associate will report any successful Incident of which it becomes aware and at the request of the Covered Entity, will identify: the date of the Incident, scope of Incident, Business Associate's response to the Incident, and the identification of the party responsible for causing the Incident.
13. Information Breach Notification for PHI. Business Associate expressly recognizes that Covered Entity has certain reporting and disclosure obligations to the Secretary and the Individual in case of a security breach of unsecured PHI. Where Business Associate accesses, maintains, retains, modifies, records, stores, destroys, or otherwise holds, uses or discloses unsecured paper or electronic PHI, Business Associate immediately following the "discovery" (within the meaning of 45 C.F.R. §164.410(a)) of a breach of such information, shall notify Covered Entity of such breach. Initial notification of the breach does not need to be in compliance with 45 C.F.R. §164.404(c); however, Business Associate must provide Covered Entity with all information necessary for Covered Entity to comply with 45 C.F.R. §164.404(c) without reasonable delay, and in no case later than three days following the discovery of the breach. Business Associate shall be liable for the costs associated with such breach if caused by the Business Associate's negligent or willful acts or omissions, or the negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.
14. Breach Notification to Individuals. Business Associate's duty to notify Covered Entity of any breach does not permit Business Associate to notify those individuals whose PHI has been breached by Business Associate without the express written permission of Covered Entity to do so. Any and all notification to those individuals whose PHI has been breached shall be made by the Business Associate under the direction, review and control of Covered Entity. The Business Associate will notify the Covered Entity via telephone with follow-up in writing to include; name of individuals whose PHI was breached, information breached, date of breach, form of breach, etc. The cost of the notification will be paid by the Business Associate.
15. Information Breach Notification for Other Sensitive Personal Information. In addition to the reporting under Section D.12, Business Associate shall notify

Covered Entity of any breach of computerized Sensitive Personal Information (as determined pursuant to Title 11, subtitle B, chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code) to assure Covered Entity's compliance with the notification requirements of Title 11, Subtitle B, Chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code. Accordingly, Business Associate shall be liable for all costs associated with any breach caused by Business Associate's negligent or willful acts or omissions, or those negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.

E. Permitted Uses and Disclosures by Business Associates. Except as otherwise limited in this Agreement, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in this Business Associates Agreement or in a Master Services Agreement, provided that such use or disclosure would not violate the HIPAA Rules if done by Covered Entity or the minimum necessary policies and procedures of the Covered Entity. Also, Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with the HIPAA Rules.

1. Use. Business Associate will not, and will ensure that its directors, officers, employees, contractors and other agents do not, use PHI other than as permitted or required by Business Associate to perform the Services or as required by law, but in no event in any manner that would constitute a violation of the Privacy Standards or Security standards if used by Covered Entity.
2. Disclosure. Business Associate will not, and will ensure that its directors, officers, employees, contractors, and other agents do not, disclose PHI other than as permitted pursuant to this arrangement or as required by law, but in no event disclose PHI in any manner that would constitute a violation of the Privacy Standards or Security Standards if disclosed by Covered Entity.
3. Business Associate acknowledges and agrees that Covered Entity owns all right, title, and interest in and to all PHI, and that such right, title, and interest will be vested in Covered Entity. Neither Business Associate nor any of its employees, agents, consultants or assigns will have any rights in any of the PHI, except as expressly set forth above. Business Associate represents, warrants, and covenants that it will not compile and/or distribute analyses to third parties using any PHI without Covered Entity's express written consent.

F. Application of Security and Privacy Provisions to Business Associate.

1. Security Measures. Sections 164.308, 164.310, 164.312 and 164.316 of Title 45 of the Code of Federal Regulations dealing with the administrative, physical and technical safeguards as well as policies, procedures and documentation requirements that apply to Covered Entity shall in the same manner apply to Business Associate. Any additional security requirements contained in Sub Title D of Title IV of the HITECH Act that apply to Covered Entity shall also apply to Business Associate. Pursuant to

the foregoing requirements in this section, the Business Associate will implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, has access to, or transmits. Business Associate will also ensure that any agent, including a subcontractor, to whom it provides such information, agrees to implement reasonable and appropriate safeguards to protect such information. Business Associate will ensure that PHI contained in portable devices or removable media is encrypted.

2. Annual Guidance. For the first year beginning after the date of the enactment of the HITECH Act and annually thereafter, the Secretary shall annually issue guidance on the most effective and appropriate technical safeguards for use in carrying out the sections referred to in subsection (a) and the security standards in subpart C of part 164 of title 45, Code of Federal Regulations. Business Associate shall, at their own cost and effort, monitor the issuance of such guidance and comply accordingly.
3. Privacy Provisions. The enhanced HIPAA privacy requirements including but not necessarily limited to accounting for certain PHI disclosures for treatment, restrictions on the sale of PHI, restrictions on marketing and fundraising communications, payment and health care operations contained Subtitle D of the HITECH Act that apply to the Covered entity shall equally apply to the Business Associate.
4. Application of Civil and Criminal Penalties. If Business Associate violates any security or privacy provision specified in subparagraphs (1) and (2) above, sections 1176 and 1177 of the Social Security Act (42 U.S.C. 1320d-5, 1320d-6) shall apply to Business Associate with respect to such violation in the same manner that such sections apply to Covered Entity if it violates such provisions.

**G. Term and Termination.**

1. Term. This Agreement shall be effective as of the Effective Date and shall be terminated when all PHI provided to Business Associate by Covered Entity, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity.
2. Termination for Cause. Upon Covered entity's knowledge of a material breach by Business Associate, Covered Entity shall either:
  - a. Provide an opportunity for Business Associate to cure the breach within 30 days of written notice of such breach or end the violation and terminate this Agreement, whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement, if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity; or
  - b. Immediately terminate this Agreement whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement if

Business associate has breached a material term of this Agreement and cure is not possible.

3. Effect of Termination. Upon termination of this Agreement for any reason, Business Associate agrees to return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, maintained by Business Associate in any form. If Business Associate determines that the return or destruction of PHI is not feasible, Business Associate shall inform Covered Entity in writing of the reason thereof, and shall agree to extend the protections of this Agreement to such PHI and limit further uses and disclosures of the PHI to those purposes that make the return or destruction of the PHI not feasible for so long as Business Associate retains the PHI.

#### H. Miscellaneous.

1. Indemnification. To the extent permitted by law, Business Associate agrees to indemnify and hold harmless Covered Entity from and against all claims, demands, liabilities, judgments or causes of action of any nature for any relief, elements of recovery or damages recognized by law (including, without limitation, attorney's fees, defense costs, and equitable relief), for any damage or loss incurred by Covered Entity arising out of, resulting from, or attributable to any acts or omissions or other conduct of Business Associate or its agents in connection with the performance of Business Associate's or its agents' duties under this Agreement. This indemnity shall apply even if Covered Entity is alleged to be solely or jointly negligent or otherwise solely or jointly at fault; provided, however, that a trier of fact finds Covered Entity not to be solely or jointly negligent or otherwise solely or jointly at fault. This indemnity shall not be construed to limit Covered Entity's rights, if any, to common law indemnity.

Covered Entity shall have the option, at its sole discretion, to employ attorneys selected by it to defend any such action, the costs and expenses of which shall be the responsibility of Business Associate. Covered Entity shall provide Business Associate with timely notice of the existence of such proceedings and such information, documents and other cooperation as reasonably necessary to assist Business Associate in establishing a defense to such action.

These indemnities shall survive termination of this Agreement, and Covered Entity reserves the right, at its option and expense, to participate in the defense of any suit or proceeding through counsel of its own choosing.

2. Mitigation. If Business Associate violates this Agreement or either of the HIPAA Rules, Business Associate agrees to mitigate any damage caused by such breach.
3. Rights of Proprietary Information. Covered Entity retains any and all rights to the proprietary information, confidential information, and PHI it releases to Business Associate.
4. Survival. The respective rights and obligations of Business Associate under Section E.3 of this Agreement shall survive the termination of this Agreement.



5. Notices. Any notices pertaining to this Agreement shall be given in writing and shall be deemed duly given when personally delivered to a Party or a Party's authorized representative as listed in Section 8.7 of the agreement between the City and Grantee or sent by means of a reputable overnight carrier, or sent by means of certified mail, return receipt requested, postage prepaid. A notice sent by certified mail shall be deemed given on the date of receipt or refusal of receipt.
6. Amendments. This Agreement may not be changed or modified in any manner except by an instrument in writing signed by a duly authorized officer of each of the Parties hereto. The Parties, however, agree to amend this Agreement from time to time as necessary, in order to allow Covered Entity to comply with the requirements of the HIPAA Rules.
7. Choice of Law. This Agreement and the rights and the obligations of the Parties hereunder shall be governed by and construed under the laws of the State of Texas without regard to applicable conflict of laws principles.
8. Assignment of Rights and Delegation of Duties. This Agreement is binding upon and inures to the benefit of the Parties hereto and their respective successors and permitted assigns. However, neither Party may assign any of its rights or delegate any of its obligations under this Agreement without the prior written consent of the other Party, which consent shall not be unreasonably withheld or delayed. Notwithstanding any provisions to the contrary, however, Covered Entity retains the right to assign or delegate any of its rights or obligations hereunder to any of its wholly owned subsidiaries, affiliates or successor companies. Assignments made in violation of this provision are null and void.
9. Nature of Agreement. Nothing in this Agreement shall be construed to create (i) a partnership, joint venture or other joint business relationship between the Parties or any of their affiliates, (ii) any fiduciary duty owed by one Party to another Party or any of its affiliates, or (iii) a relationship of employer and employee between the Parties.
10. No Waiver. Failure or delay on the part of either Party to exercise any right, power, privilege or remedy hereunder shall not constitute a waiver thereof. No provision of this Agreement may be waived by either Party except by a writing signed by an authorized representative of the Party making the waiver.
11. Equitable Relief. Any disclosure of misappropriation of PHI by Business Associate in violation of this Agreement will cause Covered Entity irreparable harm, the amount of which may be difficult to ascertain. Business Associate therefore agrees that Covered Entity shall have the right to apply to a court of competent jurisdiction for specific performance and/or an order restraining and enjoining Business Associate from any such further disclosure or breach, and for such other relief as Covered Entity shall deem appropriate. Such rights are in addition to any other remedies available to Covered Entity at law or in equity. Business Associate expressly waives the defense that a remedy in damages will be adequate, and further waives any requirement in an action for specific performance or injunction for the posting of a bond by Covered Entity.

12. Severability. The provisions of this Agreement shall be severable, and if any provision of this Agreement shall be held or declared to be illegal, invalid or unenforceable, the remainder of this Agreement shall continue in full force and effect as though such illegal, invalid or unenforceable provision had not been contained herein.
13. No Third Party Beneficiaries. Nothing in this Agreement shall be considered or construed as conferring any right or benefit on a person not a party to this Agreement nor imposing any obligations on either Party hereto to persons not a party to this Agreement.
14. Headings. The descriptive headings of the articles, sections, subsections, exhibits and schedules of this Agreement are inserted for convenience only, do not constitute a part of this Agreement and shall not affect in any way the meaning or interpretation of this Agreement.
15. Entire Agreement. This Agreement, together with all Exhibits, Riders and amendments, if applicable, which are fully completed and signed by authorized persons on behalf of both Parties from time to time while this Agreement is in effect, constitutes the entire Agreement between the Parties hereto with respect to the subject matter hereof and supersedes all previous written or oral understandings, agreements, negotiations, commitments, and any other writing and communication by or between the Parties with respect to the subject matter hereof. In the event of any inconsistencies between any provisions of this Agreement in any provisions of the Exhibits, Riders, or amendments, the provisions of this Agreement shall control.
16. Interpretation. Any ambiguity in this Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the HIPAA Rules and any applicable state confidentiality laws. The provisions of this Agreement shall prevail over the provisions of any other agreement that exists between the Parties that may conflict with, or appear inconsistent with, any provision of this Agreement or the HIPAA Rules.
17. Regulatory References. A citation in this Agreement to the Code of Federal Regulations shall mean the cited section as that section may be amended from time to time.



Amendment No. 1  
to  
Contract No. NG150000012  
for  
Social Services  
between  
**AUSTIN CHILD GUIDANCE CENTER**  
and the  
**CITY OF AUSTIN**

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Contract is **Thirty Two Thousand One Hundred Eighty One dollars (\$32,181)**. The total Contract amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 536,376
Amendment No. 1: Add funds to Contract and modify Exhibits	\$ 32,181	\$ 568,557

- 3.0 The following changes have been made to the original contract EXHIBITS:

**Exhibit A.2 -- Program Performance Measures** is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 3/29/2016]

**Exhibit B.1 -- Program Budget and Narrative** is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 3/29/2016]

- 4.0 The following contract TERMS and CONDITIONS have been revised:

**Section 4.1 [Contract Amount]**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty-seven (37) month term shall not exceed the amount approved by City Council, which is **\$568,557 (Five Hundred Sixty Eight Thousand Five Hundred Fifty Seven dollars)**, and **\$189,519 (One Hundred Eighty Nine Thousand Five Hundred Nineteen dollars)** per twelve (12) month extension option, for a total Contract amount of \$1,137,114. Continuation of the Contract beyond the initial thirty-seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

**Section 4.1.2** Payment to the Grantee shall be made in the following increments:

4.1.2.1 For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Grantee shall not exceed \$189,519 (One Hundred Eighty Nine Thousand Five Hundred Nineteen dollars);

4.1.2.2 For the Program Period of October 1, 2016 through September 30, 2017, the payment from the City to the Grantee shall not exceed \$189,519 (One Hundred Eighty Nine Thousand Five Hundred Nineteen dollars);

4.1.2.3 For the Program Period of October 1, 2017 through September 30, 2018, the payment from the City to the Grantee shall not exceed \$189,519 (One Hundred Eighty Nine Thousand Five Hundred Nineteen dollars).

5.0 MBE/WBE goals were not established for this Contract.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.

7.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Contract.

**CONTRACTOR**

Signature: \_\_\_\_\_

AUSTIN CHILD GUIDANCE CENTER  
Russell A. Smith, LMSW, Executive Director  
810 W. 45th Street  
Austin, TX 78751

Date: \_\_\_\_\_

4/1/16

**CITY OF AUSTIN**

Signature: \_\_\_\_\_

City of Austin  
Purchasing Office  
PO Box 1088  
Austin, TX 78767

Date: \_\_\_\_\_

5/27/2016



**Program Performance Measures**

		<i>Period</i>			<i>Contract Term</i>
		<i>1</i>	<i>2</i>	<i>3</i>	
		<i>Start Date</i>	<i>End Date</i>	<i>Start Date</i>	
		10/1/2015	10/1/2016	10/1/2017	9/1/2015
		9/30/2016	9/30/2017	9/30/2018	9/30/2018

<i>Outputs</i>	<i>ID</i>	<i>Output Measure Description</i>	<i>Period</i>			<i>Contract Term **</i>
			<i>1</i>	<i>2*</i>	<i>3*</i>	
	1	Total Number of Unduplicated Clients Served	345	398	398	1141
	2	Number of clients provided professional counseling & specialized group services	231	231	231	693

<i>Outcomes</i>	<i>ID</i>	<i>Outcome Measure Description</i>	<i>Period</i>			<i>Contract Term **</i>
			<i>1</i>	<i>2*</i>	<i>3*</i>	
		Number of individuals making progress on their treatment plan goal(s)	413	413	413	1239
	3B	Number of individuals evaluated for progress on treatment plan goals(s)	486	486	486	1458
		Percent of individuals making progress toward their treatment plan goals	84.98	84.98	84.98	84.98
		Number of individuals demonstrating improved life skill(s)	170	170	170	510
	5B	Number of individuals participating in the activity	200	200	200	600
		Percent of individuals who demonstrate improved life skills	85	85	85	85

\* Goal Served May Include Carry-Over From Previous Period

\*\* Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

Created: 4/8/2015 11:46:00 AM

Last Modified, If Applicable: 3/29/2016 9:23:00 AM

## Program Budget and Narrative

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	<b>9/1/2015</b>	<b>10/1/2016</b>	<b>10/1/2017</b>		
<i>Period End Date</i>	<b>9/30/2016</b>	<b>9/30/2017</b>	<b>9/30/2018</b>		<b>Total</b>
<i>Salary plus Benefits</i>	<b>\$157,758.00</b>	<b>\$157,758.00</b>	<b>\$157,758.00</b>		<b>\$473,274.00</b>
<i>General Operations Expenses</i>	<b>\$26,761.00</b>	<b>\$26,761.00</b>	<b>\$26,761.00</b>		<b>\$80,283.00</b>
<i>Program Subcontractors</i>	<b>\$5,000.00</b>	<b>\$5,000.00</b>	<b>\$5,000.00</b>		<b>\$15,000.00</b>
<i>Staff Travel</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Conferences</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Operations SubTotal</i>	<b>\$31,761.00</b>	<b>\$31,761.00</b>	<b>\$31,761.00</b>		<b>\$95,283.00</b>
<i>Food and Beverages for Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Financial Direct Assistance to Clients</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Other Assistance Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Direct Assistance SubTotal</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<i>Capital Outlay Amount</i>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
<b>Total</b>	<b>\$189,519.00</b>	<b>\$189,519.00</b>	<b>\$189,519.00</b>		<b>\$568,557.00</b>
<i>Total Period Percentage</i>	<b>33.33</b>	<b>33.33</b>	<b>33.33</b>		

### Detailed Budget Narrative

#### Salaries plus Benefits

Salaries and benefits for direct program staff, to include 9.3% of time for 15 LCSW's, LPC's and Psychologists providing on-site services at ACGC's central location and in three off-site projects (TANDEM, Juvenile Court, and Infant & Early Childhood MH Project); and 50% of bi-lingual Psychologist to increase bi-lingual psychological assessments to clients. Supporting program staff includes 9.3% of salaries for the Director of Program Services, Director of Psychological Services, and Project Coordinator for Center-Based Services. Support staff includes 9.3% of salaries for staff in finance, insurance, volunteer coordination, data management, reception, development, and Executive Director.

#### General Op Expenses

General operating expenses include occupancy costs (utilities, maintenance, and contracted services; postage; telephone; printing and duplication; audit / accounting; computer services; organizational insurance; and program and office supplies.

#### Program Subcontractors

A portion of the psychiatrist expenses are included in the City project. The psychiatrist provides psychiatric evaluations and on-going medication monitoring for clients who are actively engaged in therapy at ACGC.

#### Staff Travel

#### Conferences

#### Food and Beverage

#### Financial Assistance

#### Other Assistance

#### Capital Outlay

**Applications Funded in Response to RFP EAD0116**  
**Self Sufficiency Social Services**

<b>Evaluation Score</b>	<b>Agency Name</b>	<b>Program Name</b>	<b>37-Month Funding</b>	<b>3, 12-Month Extension Options</b>	<b>Total Contract Amount</b>
118	Youth & Family Alliance (Lifeworks)	Collective Impact Continuum	\$2,428,800	\$809,600	\$4,857,600
115	Meals on Wheels and More	Meals on Wheels	\$1,302,849	\$434,283	\$2,605,698
115	Any Baby Can	Ready Families Collaborative (C-11)	\$4,459,737	\$1,486,579	\$8,919,474
115	Austin Child Guidance Center	Underserved Families Mental Health Program	\$536,376	\$178,792	\$1,072,752
114	Casa Marianella	Emergency Shelter	\$544,320	\$181,440	\$1,088,640
113	Communities in Schools	Case Management & Pebble Project	\$1,427,469	\$475,823	\$2,854,938
113	Travis County Domestic ... (SafePlace)	Expect Respect	\$494,760	\$164,920	\$989,520
113	Theatre Action Project (Creative Action)	Del Valle Collaborative Afterschool Program (C-3)	\$845,934	\$281,978	\$1,691,868
113	Family Eldercare	Living Well Collaborative (C-6)	\$514,764	\$171,588	\$1,029,528
111	Travis County Domestic ... (SafePlace)	Victim Services	\$2,166,000	\$722,000	\$4,332,000
111	Family Eldercare	Counseling Services	\$164,955	\$54,985	\$329,910
111	Caritas of Austin	BSS+ (C-12)	\$9,992,721	\$3,330,907	\$19,985,442
110	Austin Recovery	Self Sufficiency Continuum Services	\$1,371,249	\$457,083	\$2,742,498
110	Caritas of Austin	Mental and Behavioral Health Services	\$643,377	\$214,459	\$1,286,754
110	The ARC of the Capital Area	Family & Juvenile Transition Services	\$183,726	\$61,242	\$367,452
109	Family Eldercare	Money Management	\$210,000	\$70,000	\$420,000
109	Foundation Communities	Afterschool Summer Youth Program	\$420,000	\$140,000	\$840,000
109	Capital Area Food Bank	Food Bank Services	\$681,141	\$227,047	\$1,362,282
109	Foundation Communities	Tax Prep & Financial Programs	\$371,250	\$123,750	\$742,500
108	VinCare Services of Austin	Saint Louise House	\$273,000	\$91,000	\$546,000
107	Helping the Aging, Needy and Disabled (HAND)	Charitable Care/Sliding Scale	\$120,933	\$40,311	\$241,866
106	Samaritan Center	Whole Body Mental Health Services	\$285,390	\$95,130	\$570,780
106	Foundation for the Homeless	Family Rehousing Initiative	\$713,958	\$237,986	\$1,427,916
106	Austin Children's Shelter	Wrap Around Residential Program	\$264,600	\$88,200	\$529,200
105	Planned Parenthood	Sisters Saving Sisters Program	\$144,612	\$48,204	\$289,224
105	Family Eldercare	Medication Management	\$163,800	\$54,600	\$327,600

Evaluation Score	Agency Name	Program Name	37-Month Funding	3, 12-Month Extension Options	Total Contract Amount
105	Workforce Solutions	Workforce and Education Readiness Continuum (C-13)	\$7,520,967	\$2,506,989	\$15,041,934
104	Salvation Army	Pathways & Partnerships	\$681,864	\$227,288	\$1,363,728
103	Court Appointed Special Advocates (CASA)	Transitioning Youth Program	\$120,000	\$40,000	\$240,000
102	Goodwill Industries Central Texas	Ready to Work	\$2,095,977	\$698,659	\$4,191,954
99	Easter Seals	Housing Services, Early Childhood, Comprehensive Outpatient Rehab, Youth Leaving Services, Adult Services	\$1,002,735	\$334,245	\$2,005,470
97	African American Youth Harvest Foundation	Enrichment of Low Income Youth	\$489,774	\$163,258	\$979,548
97	Texas Riogrande Legal Aid	Legal Services	\$548,346	\$182,782	\$1,096,692
92	YWCA	YW Counseling & Referral Ctr (YWERC)	\$348,714	\$116,238	\$697,428
90	Austin ISD	Victory	\$615,600	\$205,200	\$1,231,200
82	Austin ISD	Primetime	\$1,921,833	\$640,611	\$3,843,666
82	Child Inc.	Early Steps to School Readiness Summer and After School Program	\$1,293,750	\$431,250	\$2,587,500
*	Council on At-Risk Youth (CARY)	Ounce of Prevention	\$480,000	\$160,000	\$960,000
*	River City Youth Foundation	Dove Springs	\$350,400	\$116,800	\$700,800
Total					\$96,391,362
* Council on At-Risk Youth (CARY) and River City Youth Foundation were disqualified from the RFA process by the Purchasing Office due to non-compliance with the solicitation requirements.					



*Austin Child Guidance Center - Proposal to City of Austin*

*Underserved Families Mental Health Program*

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## *Attachments*

Section 0605 – Local Business Presence

Section 0615 – Connection to Self-Sufficiency Goals & Life Continuum

Section 0640 – Program Performance Measures and Goals

Section 0645 – Program Staff Positions and Time

Section 0650 – Program Budget and Narrative

Section 0655 – Program Funding Summary

Monitoring Reports

City of Austin – 9/13/2013

Travis County – 9/11/2013

Travis County – 8/7/2012

State of Texas Office of the Attorney General – 12/13/2012

Healthy Service Environment Policies

Mother Friendly Workplace Policy

Tobacco Free Campus Policy

Angry/Violent Clients or Visitors Policy & Violent Client Scenario

Resumes of Key Staff

Position Descriptions



**CITY OF AUSTIN, TEXAS**  
Purchasing Office  
**REQUEST FOR APPLICATION (RFA)**

---

**SOLICITATION NO:** EAD0116

**DATE ISSUED:** 2/24/14

**COMMODITY CODE:** 95243

**FOR CONTRACTUAL AND TECHNICAL  
ISSUES CONTACT THE FOLLOWING  
AUTHORIZED CONTACT PERSON:**

Erin D'Vincent

Senior Buyer

**Phone:** (512) 972-4017

**E-Mail:** [Erin.D'Vincent@austintexas.gov](mailto:Erin.D'Vincent@austintexas.gov)

Questions regarding the RFA shall be sent to  
[CityHSRFA2014@austintexas.gov](mailto:CityHSRFA2014@austintexas.gov)

**COMMODITY/SERVICE DESCRIPTION:** Self Sufficiency Social  
Services

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND  
TIME OPTION ONE:** 3/5/14, 2 PM – 4 PM, local time

**LOCATION:** Rutherford Lane Campus, Building 1 Auditorium  
1520 Rutherford Lane, Austin, TX 78754

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND  
TIME OPTION TWO:** 3/19/14, 9 AM – 11 AM, local time

**LOCATION:** Rutherford Lane Campus, Building 1 Auditorium  
1520 Rutherford Lane, Austin, TX 78754

**APPLICATION DUE PRIOR TO:** 4/24/14, 11 AM, local time

**APPLICATION CLOSING TIME AND DATE:** 4/24/14, 11 AM, local  
time

**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
RM 308, AUSTIN, TEXAS 78701

**All documents shall be submitted the address below:**

City of Austin, Purchasing Office
Municipal Building
124 W 8 <sup>th</sup> Street, Rm 308
Austin, Texas 78701
Reception Phone: (512) 974-2500

Please note, you should have two sealed envelopes with your Offer. All Offers that are not submitted in separate, sealed envelopes or containers will not be considered. Your Offer should consist of a sealed envelope or container with your Threshold Review Checklist and all accompanying documents and a separate sealed envelope or container with your Application and electronic copies.

---

**SUBMIT 1 ORIGINAL AND 6 ELECTRONIC COPIES OF YOUR RESPONSE ON A CD OR  
FLASH DRIVE**

**\*\*\*SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT\*\*\***

**This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.**

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	5
0500	SCOPE OF WORK	10
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	14
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	1
0610	APPLICATION THRESHOLD CHECKLIST	1
0615	CONNECTION TO THE GOALS AND CATEGORIES	1
0620	CLIENT ELIGIBILITY REQUIREMENTS	4
0625	HOMELESS HOUSING HABILITY STANDARDS	1
0630	HOMELESS MANAGEMENT INFORMATION SYSTEMS	1
0635	DEFINING EVIDENCE GUIDLINE	1
0640	PROGRAM PERFORMANCE MEASURES AND GOALS	1
0645	PROGRAM STAFF POSITIONS AND TIME	1
0650	PROGRAM BUDGET AND NARRATIVE	4
0655	PROGRAM FUNDING SUMMARY	1
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1

**\* Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address:**

[http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDOCUMENTS](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS)

**If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8<sup>th</sup> Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.**



I agree to abide by the City's MBE/WBE Procurement Program Ordinance and Rules. In cases where the City has established that there are no M/WBE subcontracting goals for a solicitation, I agree that by submitting this offer my firm is completing all the work for the project and not subcontracting any portion. If any service is needed to perform the contract that my firm does not perform with its own workforce or supplies, I agree to contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service and am including the completed No Goals Utilization Plan with my submittal. This form can be found Under the Standard Bid Document Tab on the Vendor Connection Website:

[http://www.austintexas.gov/financeonline/vendor\\_connection/index.cfm#STANDARDBIDDOCUMENTS](http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS)

If I am awarded the contract I agree to continue complying with the City's MBE/WBE Procurement Program Ordinance and Rules including contacting SMBR if any subcontracting is later identified.

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: Austin Child Guidance Center

Federal Tax ID No.: [REDACTED]

Printed Name of Officer or Authorized Representative: Russell A. Smith, LMSW

Title: Executive Director

Signature of Officer or Authorized Representative: [Signature]

E-Mail Address: rsmith@austinchildguidance.org

Phone Number: (512) 451-2242

\* Application response must be submitted with this Offer sheet to be considered for award



**CONTRACT BETWEEN  
THE CITY OF AUSTIN  
AND  
AUSTIN CHILD GUIDANCE CENTER  
FOR  
SOCIAL SERVICES**

**CONTRACT NO. NG150000012**

**CONTRACT AMOUNT: \$536,376**

This Contract is made by and between the City of Austin ("the City") acting by and through its Health and Human Services Department ("HHSD"), a home-rule municipality incorporated by the State of Texas, and Austin Child Guidance Center ("Contractor"), a Texas non-profit corporation, having offices at 810 W. 45th Street, Austin, TX 78751.

**SECTION 1. GRANT OF AUTHORITY, SERVICES AND DUTIES**

1.1 **Engagement of the Contractor.** Subject to the general supervision and control of the City and subject to the provisions of the Terms and Conditions contained herein, the Contractor is engaged to provide the services set forth in the attached Contract Exhibits.

1.2 **Responsibilities of the Contractor.** The Contractor shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Contract Exhibits. The Contractor shall assure that all Contract provisions are met by the Subcontractor.

1.3 **Responsibilities of the City.** The City's Contract Manager will be responsible for exercising general oversight of the Contractor's activities in completing the Program Work Statement. Specifically, the Contract Manager will represent the City's interests in resolving day-to-day issues that may arise during the term of this Contract, shall participate regularly in conference calls or meetings for status reporting, shall promptly review any written reports submitted by the Contractor, and shall approve all requests for payment, as appropriate. The City's Contract Manager shall give the Contractor timely feedback on the acceptability of progress and task reports. The Contract Manager's oversight of the Contractor's activities shall be for the City's benefit and shall not imply or create any partnership or joint venture as between the City and the Contractor.

1.4 **Designation of Key Personnel.** The City's Contract Manager for this Contract, to the extent stated in the preceding section 1.3, shall be responsible for oversight and monitoring of Contractor's performance under this Contract as needed to represent the City's interest in the Contractor's performance.

1.4.1 The City's Contract Manager, Edna Staniszewski or designee:

- may meet with Contractor to discuss any operational issues or the status of the services or work to be performed; and

- shall promptly review all written reports submitted by Contractor, determine whether the reports comply with the terms of this Contract, and give Contractor timely feedback on the adequacy of progress and task reports or necessary additional information.

1.4.2 Contractor's Contract Manager, Russell A. Smith, Executive Director, or designee, shall represent the Contractor with regard to performance of this Contract and shall be the designated point of contact for the City's Contract Manager.

1.4.3 If either party replaces its Contract Manager, that party shall promptly send written notice of the change to the other party. The notice shall identify a qualified and competent replacement and provide contact information.

## **SECTION 2. TERM**

2.1 **Term of Contract.** The Contract shall be in effect for a term of thirty seven (37) months beginning September 1, 2015 and ending September 30, 2018, and may be extended thereafter for up to three (3) additional twelve (12) month periods, subject to the approval of the Contractor and the City Purchasing Officer or their designee.

2.1.1 Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this Contract for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 calendar days unless mutually agreed upon in writing).

## **SECTION 3. PROGRAM WORK STATEMENT**

3.1 **Contractor's Obligations.** The Contractor shall fully and timely provide all services described in the attached Contract Exhibits in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.

## **SECTION 4. COMPENSATION AND REPORTING**

4.1 **Contract Amount.** The Contractor acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty seven (37) month term shall not exceed the amount approved by City Council, which is **\$536,376 (Five Hundred Thirty Six Thousand Three Hundred Seventy Six dollars)**, and \$178,792 (*One Hundred Seventy Eight Thousand Seven Hundred Ninety Two dollars*) per twelve (12) month extension option, for a total Contract amount of \$1,072,752. Continuation of the Contract beyond the initial thirty seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

4.1.1 The Contractor shall expend City funds according to the approved budget categories described in Exhibit B.1, Program Budget and Narrative.

4.1.1.1 **Budget Revision:** The Contractor may make transfers between or among budget categories with the City Contract Manager's prior approval, provided that:

- i. The cumulative amount of the transfers between direct budget categories (Personnel, Operating Expenses, Direct Assistance and/or Equipment/Capital Outlay) is not more than 10% of the program period total –or– \$50,000, whichever is less;
- ii. the transfer will not increase or decrease the total monetary obligation of the City under this Contract; and
- iii. the transfers will not change the nature, performance level, or scope of the program funded under this Contract.

4.1.1.2 Transfers between or among budget categories in excess of 10% will require the City Contract Manager's approval, and must meet all of the conditions outlined in Section 4.1.1.1 (ii) and (iii) above.

- i. The CONTRACTOR must submit a Budget Revision Form to the City **prior** to the submission of the CONTRACTOR'S first monthly billing to the City following the transfer.

4.1.2 Payment to the Contractor shall be made in the following increments:

4.1.2.1 For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Contractor shall not exceed \$178,792 (*One Hundred Seventy Eight Thousand Seven Hundred Ninety Two dollars*);

4.1.2.2 For the Program Period of October 1, 2016 through September 30, 2017, the payment from the City to the Contractor shall not exceed \$178,792 (*One Hundred Seventy Eight Thousand Seven Hundred Ninety Two dollars*);

4.1.2.3 For the Program Period of October 1, 2017 through September 30, 2018, the payment from the City to the Contractor shall not exceed \$178,792 (*One Hundred Seventy Eight Thousand Seven Hundred Ninety Two dollars*).

#### 4.2 **Requests for Payment.**

Payment to the Contractor shall be due thirty (30) calendar days following receipt by the City of Contractor's fully and accurately completed "Payment Request" and "Monthly Expenditure Report", using forms at <http://www.ckodm.com/austin/>. The payment request and expenditure report must be submitted to the City no later than 5:00 p.m. Central Time fifteen (15) calendar days following the end of the month covered by the request and expenditure report. **If the fifteenth (15<sup>th</sup>) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the payment request and expenditure report is extended to no later than 5:00 p.m. Central Time of the first (1<sup>st</sup>) weekday immediately following the weekend or holiday.** Contractor must provide the City with supporting documentation for each monthly Payment Request which includes, but not limited to, a report of City contract expenditures generated from the Contractor's financial management system. Examples of appropriate supporting documentation **MAY** include, but are not limited to:

- General Ledger Detail report from the contractor's financial management system
- Profit & Loss Detail report from the contractor's financial management system
- Check ledger from the contractor's financial management system
- Payroll reports and summaries, including salary allocation reports and signed timesheets
- Receipts and invoices
- Copies of checks and bank statements showing transactions as cleared

**The City retains right of final approval of any supporting documentation submitted before a Payment Request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the Payment Request. The City reserves the right to modify the required supporting documentation, as needed.**

4.2.1 Unless otherwise expressly authorized in the Contract, the Contractor shall pass through all Subcontract and other authorized expenses at actual cost without markup.

4.2.2 Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

#### 4.3 **Payment.**

4.3.1 All requests for payment received by the City will be paid within thirty (30) calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without all required information cannot be processed and will be returned to the Contractor.

4.3.2 If payment is not timely made, (per this paragraph), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.

4.3.3 The City may withhold or set off the entire payment or part of any payment otherwise due the Contractor to such extent as may be necessary on account of;

4.3.3.1 delivery of unsatisfactory services by the Contractor;



4.3.3.2 third party claims, which are not covered by the insurance which the Contractor is required to provide, are filed or reasonable evidence indicating probable filing of such claims;

4.3.3.3 failure of the Contractor to pay Subcontractors, or for labor, materials or equipment,

4.3.3.4 damage to the property of the City or the City's agents, employees or contractors, which is not covered by insurance required to be provided by the Contractor;

4.3.3.5 reasonable evidence that the Contractor's obligations will not be completed within the time specified in the Contract, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;

4.3.3.6 failure of the Contractor to submit proper payment requests and expenditure reports with all required attachments and supporting documentation;

4.3.3.7 failure of the Contractor to comply with any material provision of the Contract; or

4.3.4 Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City. Payment will be made by check unless the parties mutually agree to payment by electronic transfer of funds.

- 4.4 **Non-Appropriation.** The awarding or continuation of this Contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds appropriated and available for this Contract. The absence of appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non- or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City.

- 4.5 **Travel Expenses.** All approved travel, lodging, and per diem expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Contract will be reviewed against the City's Travel Policy and the current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at: <http://www.gsa.gov/portal/category/21287>

No amounts in excess of the Travel Policy or Rates shall be paid. No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulation.

- 4.6 **Final Payment and Close-Out.**

4.6.1 The making and acceptance of final payment will constitute:

4.6.1.1 a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, regardless of when the cause for a claim is discovered (4) arising from the Contractor's continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (5) arising under the City's right to audit; and

4.6.1.2 a waiver of all claims by the Contractor against the City other than those previously asserted in writing and not yet settled.

- 4.7 **Financial Terms.**

4.7.1 The City agrees to pay Contractor for services rendered under this Contract and to reimburse Contractor for actual, eligible expenses incurred and billed in accordance with all terms and conditions of this Contract. The City shall not be liable to Contractor for any costs incurred by Contractor which are not reimbursable as set forth in Section 4.8.

4.7.2 The City's obligation to pay is subject to the timely receipt of complete and accurate reports as set forth in Section 4.9 and any other deliverable required under this Contract.

4.7.3 Payments to the Contractor will immediately be suspended upon the occasion of any late, incomplete, or inaccurate report, audit, or other required report or deliverable under this Contract, and payments will not be resumed until the Contractor is in full compliance.

4.7.4 The City shall not be liable to Contractor for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Contractor which were: a) incurred prior to the effective date of this Contract, or b) not billed to the City within sixty (60) calendar days following termination date of this Contract.

4.7.5 Contractor agrees to refund to the City any funds paid under this Contract which the City determines have resulted in overpayment to Contractor or which the City determines have not been spent by Contractor in accordance with the terms of this Contract. Refunds shall be made by Contractor within thirty (30) calendar days after a written refund request is submitted by the City. The City may, at its discretion, offset refunds due from any payment due Contractor, and the City may also deduct any loss, cost, or expense caused by Contractor from funds otherwise due.

4.7.6 Contractor shall deposit and maintain all funds received under this Contract in either a separate numbered bank account or a general operating account, either of which shall be supported with the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Contract. The Contractor's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Contract are disbursed.

4.7.7 Contractor is required to utilize an online contract management system for billing and reporting in accordance with the City's guidelines, policies, and procedures. Contractor is responsible for all data entered/edited under its unique username, as well as all required but omitted data.

4.7.8 Contractor shall expend the City budget in a reasonable manner in relation to contract time elapsed and/or contract program service delivery schedule. If cumulative expenditures are not within acceptable amounts, the City may require the Contractor to: 1) submit an expenditure plan, and/or 2) amend the contract budget amount to reflect projected expenditures, as determined by the City.

#### **4.8 Allowable and Unallowable Costs.**

The City shall make the final determination of whether a cost is allowable or unallowable under this Contract.

4.8.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in Section 4.1.2, directly and specifically in the performance of this Contract, and in conformance with the Contract Exhibits. Contractor agrees that, unless otherwise specifically provided for in this Contract, payment by the City under the terms of this Contract is made on a reimbursement basis only; Contractor must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Contract and subject to payment by the City.

4.8.2 To be allowable under this Contract, a cost must meet all of the following general criteria:

1. Be reasonable for the performance of the activity under the Contract.
2. Conform to any limitations or exclusions set forth in this Contract.
3. Be consistent with policies and procedures that apply uniformly to both government-financed and other activities of the organization.
4. Be determined and accounted in accordance with generally accepted accounting principles (GAAP).
5. Be adequately documented.

4.8.3 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Contract constitutes "written authorization". The item shall be specifically identified in the budget.



1. Alteration, construction, or relocation of facilities
2. Depreciation.
3. Equipment and other capital expenditures.
4. Interest, other than mortgage interest as part of a pre-approved budget under this Contract
5. Organization costs (costs in connection with the establishment or reorganization of an organization)
6. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Contract
7. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over five thousand dollars (\$5,000)
8. Selling and marketing
9. Travel/training outside Travis County

4.8.4 The following types of expenses are specifically **not allowable** with City funds under this Contract:

1. Alcoholic beverages
2. Bad debts
3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity
4. Contingency provisions (funds). (Self-insurance reserves and pension funds are allowable.)
5. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement
6. Deferred costs
7. Donations and contributions including donated goods or space
8. Entertainment costs
9. Fines and penalties (including late fees)
10. Fundraising and development costs
11. Goods or services for officers' or employees' personal use
12. Housing and personal living expenses for organization's officers or employees
13. Idle facilities and idle capacity
14. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant
15. Lobbying or other expenses related to political activity
16. Losses on other agreements or contracts or casualty losses
17. Taxes, other than payroll and other personnel-related levies

#### 4.9 **Reports.**

4.9.1 Contractor must submit a fully and accurately completed "Payment Request" and "Monthly Expenditure Report" to the City's Contract Manager using the forms shown at <http://www.ckodm.com/austin/> by the deadline outlined in section 4.2. Contractor must provide complete and accurate supporting documentation. Upon receipt and approval by the City of each complete and accurate Payment Request and Monthly Expenditure Report, the City shall process payment to the Contractor of an amount equal to the City's payment obligations, subject to deduction for any unallowable costs.

4.9.2 Contractor shall submit a quarterly performance report using the format and method specified by the City no later than fifteen (15) calendar days following each calendar quarter. If the fifteenth (15<sup>th</sup>) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the quarterly performance report is extended to no later than 5:00 p.m. Central Time of the first (1<sup>st</sup>) weekday immediately following the weekend or holiday. Contractor shall provide complete and accurate supporting documentation upon request by City. Payment Requests will not be approved if

any accurate and complete performance report, including any required documentation, is past due. Performance reports on a frequency other than quarterly may be required by the City based upon business needs.

4.9.3 An annual Contract Progress Report, using the forms shown at <http://www.ckodm.com/austin/>, shall be completed by the Contractor and submitted to the City within sixty (60) calendar days following the end of each Program Period identified in section 4.1.2.

4.9.4 A Contract Closeout Summary report using the forms shown at <http://www.ckodm.com/austin/> shall be completed by the Contractor and submitted to the City within sixty (60) calendar days following the expiration or termination of this Contract. Any encumbrances of funds incurred prior to the date of termination of this Contract shall be subject to verification by the City. Upon termination of this Contract, any unused funds, unobligated funds, rebates, credits, or interest earned on funds received under this Contract shall be returned to the City.

4.9.5 Contractor shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ckodm.com/austin/>, and required AFR Attachments, including a copy of the Contractor's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year no later than May 31st of each year. If Contractor filed a Form 990 or Form 990EZ extension request, Contractor shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within thirty (30) days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

4.9.6 Contractor shall provide other reports required by the City to document the effective and appropriate delivery of services as outlined under this Contract as required by the City.

4.10 **Contractor Policies and Procedures.** Contractor shall maintain written policies and procedures approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans With Disabilities Act; and Criminal Background Checks.

4.11 **Monitoring and Evaluation.**

4.11.1 Contractor agrees that the City or its designee may carry out monitoring and evaluation activities to ensure adherence by the Contractor and Subcontractors to the Program Work Statement, Program Performance Measures, and Program Budget, as well as other provisions of this Contract. Contractor shall fully cooperate in any monitoring or review by the City and further agrees to designate a staff member to coordinate monitoring and evaluation activities.

4.11.2 The City expressly reserves the right to monitor client-level data related to services provided under this contract. If the Contractor asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided.

4.11.3 Contractor shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Contract Term within twenty (20) working days following the receipt of the final report.

4.11.4 Contractor shall keep on file copies of all notices of Board of Directors meetings, Subcommittee or Advisory Board meetings, and copies of approved minutes of those meetings.

4.12 **Financial Audit of Contractor.**

4.12.1 In the event Contractor expends \$750,000 or more in a year in federal awards, Contractor shall have a single or program specific audit conducted in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations as required by the Single Audit Act of 1984, as amended (Single Audit Act), and shall submit to the City a complete set of audited financial



statements and the auditor's opinion and management letters in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and any guidance issued by the federal Office of Management and Budget covering Contractor's fiscal year until the end of the term of this Contract.

4.12.2 If Contractor is not subject to the Single Audit Act, and expends seven hundred fifty thousand dollars (\$750,000) or more during the Contractor's fiscal year, then Contractor shall have a full financial audit performed. If less than seven hundred fifty thousand dollars (\$750,000) is expended, then a financial review is acceptable, pursuant to the requirements of this Contract.

4.12.3 Contractor shall contract with an independent auditor utilizing a Letter of Engagement. The auditor must be a Certified Public Accountant recognized by the regulatory authority of the State of Texas.

4.12.4 Contractor must submit one (1) Board-approved, bound hard copy of a complete financial audit report or financial review, to include the original auditor opinion, within one hundred eighty (180) calendar days of the end of Contractor's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report/financial review must include the Management Letter if one was issued by the auditor. Contractor may not submit electronic copies of financial audit reports/financial reviews to the City. Financial audit reports/financial reviews must be provided in hard copy, and either mailed or hand-delivered to the City.

4.12.5 The City will contact the independent auditor to verify:

- i. That the auditor completed the financial audit report/financial review received from the Contractor;
- ii. That the auditor presented the financial audit report/financial review to the Contractor's Board of Directors or a committee of the Board, and;
- iii. The date the financial audit report/financial review was presented to the Contractor's Board of Directors or a committee of the Board.

4.12.6 The City will contact the Board Chair to verify that the auditor presented the financial audit report/financial review to the Contractor's Board of Directors or a committee of the Board.

- i. Contractor's Board Chair must submit a signed and dated copy of the HHSD Board Certification form to the City as verification.
- ii. In lieu of the Board Certification form, Contractor must submit a signed and copy of the approved Board meeting minutes to the City, indicating the following:
  - a) The Board of Directors, or a committee of the Board, has met with the independent auditor;
  - b) The Board of Directors has authorized and accepted the financial audit report/financial review.

A signed and dated copy of the HHSD Board Certification form, or approved and signed Board minutes reflecting acceptance of the financial audit report/financial review will be due to the City within forty-five (45) days after the audit is due to the City. Board minutes regarding approval of the Contractor's financial audit report/financial review will be verified with the Contractor's Board Chair. The City will deem the financial audit report/financial review incomplete if Contractor fails to submit either the Board Certification form or the Board minutes as required by this section 4.12.6.

4.12.7 The inclusion of any Findings or a Going Concern Uncertainty, as defined by Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and Generally Accepted Auditing Standards (GAAS), in a Contractor's audit requires the creation and submission to the City of a corrective action plan formally approved by the Contractor's governing board. The plan must be submitted to the City within 60 days after the audit is due to the City. Failure to submit an adequate plan to the City may result in the immediate suspension of funding. If adequate improvement related to the audit findings is not documented within a reasonable period of time, the City may provide additional technical assistance, refer the Agreement to the City Auditor for analysis, or move to terminate the Agreement as specified in Section 5 of the Agreement.

4.12.8 The expiration or termination of this Contract shall in no way relieve the Contractor of the audit requirement set forth in this Section.

**4.12.9 Right To Audit By Office of City Auditor.**

4.12.9.1 Contractor agrees that the representatives of the Office of the City Auditor, or other authorized representatives of the City, shall have access to, and the right to audit, examine, and copy any and all records of the Contractor related to the performance under this Agreement during normal business hours (Monday – Friday, 8 am – 5 pm). In addition to any other rights of termination or suspension set forth herein, the City shall have the right to immediately suspend the Agreement, upon written notice to Contractor, if Contractor fails to cooperate with this audit provision. The Contractor shall retain all such records for a period of five (5) years after the expiration or early termination of this Agreement or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer. The Contractor agrees to refund to the City any overpayments disclosed by any such audit.

4.12.9.2 Contractor shall include this audit requirements in any subcontracts entered into in connection with this Agreement.

**4.13 Ownership of Property.**

4.13.1 Ownership title to all capital acquisition, supplies, materials or any other property purchased with funds received under this Contract and in accordance with the provisions of the Contract, is vested with the City and such property shall, upon termination of the Contract, be delivered to the City upon request.

4.13.2 Written notification must be given to the City within five (5) calendar days of delivery of nonexpendable property (defined as anything that has a life or utility of more than one (1) year and an acquisition cost, including freight, of over five thousand dollars (\$5,000)) in order for the City to effect identification and recording for inventory purposes. Contractor shall maintain adequate accountability and control over such property, maintain adequate property records, perform an annual physical inventory of all such property, and report this information in the annual Contract Progress Report, due sixty (60) days after the end of each Program Period, as well as in the Closeout Summary Report, due sixty (60) days after the end of the Contract Term.

4.13.3 In the event Contractor's services are retained under a subsequent agreement, and should Contractor satisfactorily perform its obligations under this Contract, Contractor shall be able to retain possession of non-expendable property purchased under this Contract for the duration of the subsequent agreement.

4.13.4 Property purchased with City funds shall convey to Contractor two (2) years after purchase, unless notified by the City in writing.

**SECTION 5. TERMINATION**

5.1 **Right To Assurance.** Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

5.2 **Default.** The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under the "Right to Assurance paragraph herein, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by Contractor to the City.

- 5.3 **Termination For Cause.** In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Contractor's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.
- 5.4 **Termination Without Cause.** The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City shall pay the Contractor, to the extent of funds appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.
- 5.5 **Fraud.** Fraudulent statements by the Contractor on any Offer or in any report or deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

## **SECTION 6. OTHER DELIVERABLES**

- 6.1 **Insurance.** The following insurance requirements apply.

### **6.1.1 General Requirements**

6.1.1.1 The Contractor shall at a minimum carry insurance in the types and amounts indicated herein for the duration of the Contract and during any warranty period.

6.1.1.2 The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within fourteen (14) calendar days after written request from the City.

6.1.1.3 The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.

6.1.1.4 The Contractor shall not commence work until the required insurance is obtained and has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

6.1.1.5 The Contractor must maintain and make available to the City, upon request, certificates of insurance for all Subcontractors.

6.1.1.6 The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better. The City will

accept workers' compensation coverage written by the Texas Workers' Compensation Insurance Fund.

6.1.1.7 All endorsements naming the City as additional insured, waivers, and notices of cancellation endorsements as well as the Certificate of Insurance shall contain the Contractor's email address, and shall be mailed to the following address:

City of Austin  
Health and Human Services Department  
ATTN: Community Based Resources  
P. O. Box 1088  
Austin, Texas 78767

6.1.1.8 The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.

6.1.1.9 If insurance policies are not written for amounts specified, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

6.1.1.10 The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

6.1.1.11 The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.

6.1.1.12 The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.

6.1.1.13 The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. All deductibles or self-insured retentions shall be disclosed on the Certificate of Insurance.

6.1.1.14 The Contractor shall endeavor to provide the City thirty (30) calendar days written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.

6.1.2 **Specific Coverage Requirements.** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

6.1.2.1 **Commercial General Liability Insurance.** The minimum bodily injury and property damage per occurrence are \$500,000\* for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injuries). The policy shall contain the following provisions and endorsements.

6.1.2.1.1 Blanket contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project

6.1.2.1.2 Independent Contractor's Coverage



- 6.1.2.1.3 Products/Completed Operations Liability for the duration of the warranty period
- 6.1.2.1.4 Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
- 6.1.2.1.5 Thirty (30) calendar days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
- 6.1.2.1.6 The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
- 6.1.2.1.7 If care of a child is provided outside the presence of a legal guardian or parent, Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.
- 6.1.2.1.8 The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

\* Supplemental Insurance Requirement. If eldercare, childcare, or housing for clients is provided, the required limits shall be \$1,000,000 per occurrence.

#### 6.1.2.2 **Business Automobile Liability Insurance.**

Minimum limits: \$500,000 combined single limit per occurrence for all owned, hired and non-owned autos

- a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
- b. If no client transportation is provided but autos are used within the scope of work, and there are no agency owned vehicles, evidence of Personal Auto Policy coverage from each person using their auto may be provided. The following limits apply for personal auto insurance: \$100,000/\$300,000/\$100,000.

All policies shall contain the following endorsements:

- 6.1.2.2.1. Waiver of Subrogation, Endorsement TE 2046A, or equivalent coverage
- 6.1.2.2.2. Thirty (30) calendar days Notice of Cancellation, Endorsement TE 0202A, or equivalent coverage
- 6.1.2.2.3 The City of Austin listed as an additional insured, Endorsement TE 9901B, or equivalent coverage

6.1.2.3 **Worker's Compensation and Employers' Liability Insurance.** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee. The policy shall contain the following provisions and endorsements:

- 6.1.2.3.1 The Contractor's policy shall apply to the State of Texas
- 6.1.2.3.2 Waiver of Subrogation, Form WC 420304, or equivalent coverage
- 6.1.2.3.3 Thirty (30) calendar days Notice of Cancellation, Form WC 420601, or equivalent coverage

#### 6.1.2.4 **Professional Liability Insurance.**

6.1.2.4.1 Contractor shall provide coverage at a minimum limit of \$500,000 per claim to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Contract.

6.1.2.4.2 If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for twenty-four (24) months following the completion of the Contract.

6.1.2.5 **Blanket Crime Policy Insurance.** A Blanket Crime Policy shall be required with limits equal to or greater than the sum of all Contract funds allocated by the City. Acceptance of alternative limits shall be approved by Risk Management.

6.1.2.6 **Directors and Officers Insurance.** Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Contract and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Contract and for not less than twenty-four (24) months following the end of the Contract. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Contract or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

6.1.2.7 **Property Insurance.** If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

6.1.2.8 **Endorsements.** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

6.1.2.9 **Certificate.** The following statement must be shown on the Certificate of Insurance.

"The City of Austin is an Additional Insured on the general liability and the auto liability policies. A Waiver of Subrogation is issued in favor of the City of Austin for general liability, auto liability and workers compensation policies."

## 6.2 **Equal Opportunity.**

6.2.1.1 **Equal Employment Opportunity.** No Contractor or Contractor's agent shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Bid submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Contractor has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. The Contractor shall sign and return the Non-Discrimination Certification attached hereto as Exhibit C. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the Contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4. Any Subcontractors used in the performance of this contract and paid with City funds must comply with the same nondiscrimination requirements as the Contractor.

6.2.2 **Americans With Disabilities Act (ADA) Compliance.** No Contractor, or Contractor's agent shall engage in any discriminatory employment practice against individuals with disabilities as defined in the ADA.

- 6.3 **Inspection of Premises.** The City has the right to enter Contractor's and Subcontractor's work facilities and premises during Contractor's regular work hours, and Contractor agrees to facilitate a review of the facilities upon reasonable request by the City.
- 6.4 **Rights to Proposal and Contractual Material.** All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.
- 6.5 **Publications.** All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

## **SECTION 7. WARRANTIES**

- 7.1 **Authority.** Each party warrants and represents to the other that the person signing this Contract on its behalf is authorized to do so, that it has taken all action necessary to approve this Contract, and that this Contract is a lawful and binding obligation of the party.
- 7.2 **Performance Standards.** Contractor warrants and represents that all services provided under this Contract shall be fully and timely performed in a good and workmanlike manner in accordance with generally accepted community standards and, if applicable, professional standards and practices. Contractor may not limit, exclude, or disclaim this warranty or any warranty implied by law, and any attempt to do so shall be without force or effect. If the Contractor is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be required to purchase under the Contract from the Contractor, and purchase conforming services from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source. Contractor agrees to participate with City staff to update the performance measures.

## **SECTION 8. MISCELLANEOUS**

- 8.1 **Criminal Background Checks.** Contractor and Subcontractor(s) agree to perform a criminal background check on individuals providing direct client service in programs designed for children under eighteen (18) years of age, seniors 55 years of age and older, or persons with Intellectual and Developmental Disabilities (IDD). Contractor shall not assign or allow an individual to provide direct client service in programs designed for children under eighteen (18) years of age, seniors 55 years of age and older, or persons with IDD if the individual would be barred from contact under the applicable program rules established by Title 40 of the Texas Administrative Code.
- 8.2 **Compliance with Health, Safety, and Environmental Regulations.** The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor's obligations under this paragraph.
- 8.2.1 The Contractor or Subcontractor(s) seeking an exemption for a food enterprise permit fee must present this signed and executed social services contract upon request to the City. (*Source: City of Austin Ordinance 20051201-013*)

8.3 **Stop Work Notice.** The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that the City reasonably believes is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Contractor shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.

8.4 **Indemnity.**

8.4.1 Definitions:

8.4.1.1 "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:

8.4.1.1.1 damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or;

8.4.1.1.2 death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),

8.4.1.2 "Fault" shall include the sale of defective or non-conforming deliverables, negligence, willful misconduct, or a breach of any legally imposed strict liability standard.

8.4.2 THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.

8.5 **Claims.** If any claim, demand, suit, or other action is asserted against the Contractor which arises under or concerns the Contract, or which could have a material adverse affect on the Contractor's ability to perform hereunder, the Contractor shall give written notice thereof to the City within ten (10) calendar days after receipt of notice by the Contractor. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2<sup>nd</sup> Street, 4<sup>th</sup> Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

8.6 **Business Continuity.** Contractor warrants that it has adopted a business continuity plan that describes how Contractor will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Contractor shall provide a copy of the plan to the City's Contract Manager upon request at any time during the term of this Contract, and the requested information regarding the Business Continuity Plan shall appear in the annual Administrative and Fiscal Review document. Contractor also agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes.

8.7 **Notices.** Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered three (3) business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return



Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, email, or other commercially accepted means. Notices to the City and the Contractor shall be addressed as follows:

To the City:	To the Contractor:	With copy to:
City of Austin, Health and Human Services Department Community Services Division	Austin Child Guidance Center	City of Austin Health and Human Services Dept.
ATTN: Stephanie Hayden, Assistant Director	ATTN: Russell A. Smith, LMSW Executive Director	ATTN: Shannon Jones, Director
7201 Levander Loop, Bldg. H Austin, TX 78702	810 W. 45th Street Austin, TX 78751	7201 Levander Loop, Bldg. E Austin, TX 78702

- 8.8 **Confidentiality.** In order to provide the deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Contract, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.
- 8.9 **Advertising.** Where such action is appropriate as determined by the City, Contractor shall publicize the activities conducted by the Contractor under this Agreement. Any news release, sign, brochure, or other advertising medium including websites disseminating information prepared or distributed by or for the Contractor shall recognize the City as a funding source and include a statement that indicates that the information presented does not officially represent the opinion or policy position of the City.
- 8.10 **No Contingent Fees.** The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.
- 8.11 **Gratuities.** The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.

- 8.12 **Prohibition Against Personal Interest in Contracts.** No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Contractor shall render the Contract voidable by the City.
- 8.13 **Independent Contractor.** The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.
- 8.14 **Assignment-Delegation.** The Contract shall be binding upon and enure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract.
- 8.15 **Waiver.** No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.
- 8.16 **Modifications.** The Contract can be modified or amended only by a written, signed agreement by both parties. No pre-printed or similar terms on any Contractor invoice, order, or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.
- 8.17 **Interpretation.** The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.
- 8.18 **Dispute Resolution.**
- 8.18.1 If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.
- 8.18.2 If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified

individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty (30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

8.19 **Minority And Women Owned Business Enterprise (MBE/WBE) Procurement Program**

MBE/WBE goals do not apply to this Contract.

8.20 **Living Wage Policy**

[Reserved]

8.21 **Subcontractors.**

8.21.1 Work performed for the Contractor by a Subcontractor shall be pursuant to a written contract between the Contractor and Subcontractor. The terms of the subcontract may not conflict with the terms of the Contract, and shall contain provisions that:

8.21.1.1 require that all deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract. The City may require specific documentation to confirm Subcontractor compliance with all aspects of this Contract.

8.21.1.2 prohibit the Subcontractor from further subcontracting any portion of the Contract without the prior written consent of the City and the Contractor. The City may require, as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City;

8.21.1.3 require Subcontractors to submit all requests for payment and applications for payments, including any claims for additional payments, damages or otherwise, to the Contractor in sufficient time to enable the Contractor to include the same with its invoice or application for payment to the City in accordance with the terms of the Contract;

8.21.1.4 require that all Subcontractors obtain and maintain, throughout the term of their contract, insurance in the type and amounts specified for the Contractor, with the City being a named insured as its interest shall appear; and

8.21.1.5 require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.

8.21.2 The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractor's own acts and omissions. Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subcontractor except as may otherwise be required by law.

8.21.3 The Contractor shall pay each Subcontractor its appropriate share of payments made to the Contractor not later than ten days after receipt of payment from the City.

8.22 **Jurisdiction And Venue.** The Contract is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from this Contract shall be resolved

in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.

- 8.23 **Invalidity.** The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did not contain the particular portion or provision held to be void. The parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.

- 8.24 **Holidays.** The following holidays are observed by the City:

<u>HOLIDAY</u>	<u>DATE OBSERVED</u>
New Year's Day	January 1
Martin Luther King, Jr's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

- 8.25 **Survivability of Obligations.** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.
- 8.26 **Non-Suspension or Debarment Certification.** The City is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a contract with the City, the Contractor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusions records at SAM.gov, the State of Texas, or the City of Austin.



In witness whereof, the parties have caused duly authorized representatives to execute this Contract on the dates set forth below.

**AUSTIN CHILD GUIDANCE CENTER**

Signature: \_\_\_\_\_

Name: Russell A. Smith, LMKW  
Printed Name

Title: Executive Director

Date: 5/26/15

**CITY OF AUSTIN**

Signature: \_\_\_\_\_

Name: JAMES SCARPOLO  
PURCHASING OFFICE

Date: 7/24/15

**EXHIBITS**

**Exhibit A – Program Forms**

- A.1** Program Work Statement
- A.2** Program Performance Measures
- A.3** Client Eligibility Requirements

**Exhibit B – Program Budget Forms**

- B.1** Program Budget and Narrative
- B.2** Program Subcontractors

**Exhibit C – Equal Employment/Fair Housing Office/Non-Discrimination Certification**

## ***Program Work Statement***

*Contract Start Date*

9/1/2015

*Contract End Date*

9/30/2018

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### ***Program Goals And Objectives***

Goal: To improve the mental health of children, adolescents, and their families through early intervention, diagnosis, and treatment to help them develop the emotional skills for meeting life's challenges.

### ***Program Clients Served***

The Program's target population is lower-income families, which is the same population the agency has served for over 63 years. ACGC serves individuals, across a diverse background, with mild to more severe mental health issues.

### ***Program Services And Delivery***

The Program is provided to lower-income children and families by a multidisciplinary team of social workers, counselors, psychologists, psychiatrists and nurse practitioners. The scope of services is guided by the idea that strengthened and empowered families bring up healthy children. Individual and family therapy is the cornerstone of ACGC services. It focuses on the child's needs and what is developmentally appropriate. The child is treated within the context of the family, and incorporates parents and family members in the plan for treatment. This ultimately gives the child the greatest amount of support. When extensive family involvement is appropriate, family therapy gives everyone in the child's system a chance to heal, grow, and learn effective ways of interacting that fosters the best environment for the child.

Group therapy is an option for children who need assistance in developing skills for positive peer relationships. Working in groups gives children opportunities to practice managing conflict, negotiating social situations, and reaching consensus. It provides a forum for communication of feelings through appropriate expressions amongst peers. The Center also offers ADHD Parenting groups, which is based off Russell Barkley's evidence-based treatment. The ADHD Parenting group is offered in English and Spanish and at no-cost to participants.

Psychological assessments are also provided for children who are exhibiting complex symptoms. Psychologists use in-depth, empirically based assessments to identify specific problems, provide diagnosis and recommend the best intervention methods for treatment. The psychologist then provides feedback that answers parents' questions, enhances the parents' understanding of their child, and gives them a "road map" for going forward. Psychiatric evaluations are also accessible for children who are engaged in therapy at ACGC. In the community, psychological and psychiatric services are rarely available to low-income families.

The agency's Friday Walk-In Clinic from 2:00pm-4:00pm provides immediate help for children and their families and no appointment is required. This service fulfills an important gap in services for our community. It is often the case that a child needs immediate attention, but parents cannot acquire an appointment for several weeks. Walk-In Clinic services are proactive and preventative, serving local children and families immediately, before issues and problems escalate or become buried.

One main strategy of the Program is to not turn any family away for inability to pay for services. The Program's Sliding Fee Scale (SFS) services provide financial assistance to lower income un-insured/under-insured families. The Center strives to serve clients with financial need by offering a sliding fee scale. This metric is based on Federal Poverty Guidelines and is used to adjust client service fees according to gross family income and household size. The Center verifies client income data by obtaining pay stubs, statements and/or self-declarations, which are signed, self-reported declarations of income. An eligible client's corresponding fee scale percentage represents the percent of service fees that the client will be held financially responsible; percentages range from 10% to 90%. Once the fee percentage is determined, clients sign a fee contract, which details the terms of their reduced fees.

The Center provides additional reductions (including waiving fees altogether) for clients with unique financial circumstances, such as excessive medical costs, that are above and beyond normal costs of living. To receive further reduction, clients are asked to submit documentation of incurred expenses. The Center's management team, comprised of four of the Center's Directors, including the Executive Director, reviews each submission to determine eligibility for and amount of additional fee reductions.

In addition to these core services offered on a sliding fee scale, ACGC provides no cost parent education classes on various topics. The Program also provides direct services to children and families throughout the community through various projects

*Created 4/8/2015 11:25:00 AM**Last Modified, If Applicable*



## ***Program Work Statement***

***Contract Start Date***

9/1/2015

***Contract End Date***

9/30/2018

with community partners. The Program collects and tracks client information, individual/family client's plan of care goals and quarterly satisfaction surveys to ensure accurate, ongoing measurement and evaluation of services.

**Evidence-Based Strategies:** The Program uses evidence-based mental health care strategies with individual, family and group counseling services and psychological assessments. The rationale behind program design is connected to community need, evidence-based practices and local/regional/national statistical data. In providing counseling services to children, the agency uses Parent-Child Interaction Therapy (for children six and under) as well as Cognitive Behavioral Therapy and Trauma-Focused Cognitive Behavioral Therapy. These are evidence-based practices that integrate trauma-sensitive interventions, cognitive-behavioral principles, as well as aspects of attachment, developmental neurobiology, empowerment, and humanistic theoretical models to optimally address the needs of children and families. Following the recommendations of trauma informed systems of care, ACGC redesigned its intake systems to include trauma screening, and trained staff in the most current evidence-based treatments on trauma. ACGC developed a new Client Satisfaction Survey to measure trauma informed indicators such as feelings of safety at the Center, transparency, and collaboration in treatment.

In-depth psychological assessments provide direction and insight on treatment for families and therapists. Evidence-based practices for psychological assessments refer to choosing assessment measures with strong empirical support in terms of diagnostic validity and treatment utility. The agency uses evidence-based practices for the assessment of childhood disorders such as ADHD, autism, trauma and learning disabilities. Evidence-based measures include the Wechsler Intelligence Scale for Children, 4th Edition; Behavior Assessment System for Children, 2nd Edition (BASC-2); the Autism Diagnostic Observation System, 2nd Edition (ADOS-2); and the Differential Abilities Scale, 2nd Edition (DAS-2).

### ***System for Collecting and Reporting Program Data***

ACGC tracks a wide array of demographic and geographic information for use in reporting and planning. ACGC tracks both outputs and outcomes, through an electronic data system. Intake data is collected by the Intake Specialist, and electronic client charts are created in eCharts, ACGC's Filemaker Pro database (an Electronic Medical Record system created specifically for ACGC) by the Data Specialist. Therapists utilize e-Charts to record notes, goals, and sessions. ACGC's Program Specialist runs reports and is responsible for entering information into CTK. ACGC tracks output/outcome data across agency functions to improve systems, procedures, and policies. In addition, key performance indicators are established for Board reporting. These indicators reflect agency performance measures, such as status of finances, progress of client treatment goals, average hours of service delivery, intake information, number of clients on waiting list, service effectiveness, and clients' measure of satisfaction of services received.

### ***Performance Evaluation***

Client services are recorded on a Direct Service Report (DSR) and include the client name, case number, service date, service type, time, provider name and pay source. The information is entered into a client database in Filemaker Pro, which also contains the client's name, ID #, demographics, and family information. Client files contain progress notes, intake information, releases, permission for treatment, specialized reports/assessments, evaluations, on-going goals, action steps, and rating scales. These records are held in locked files in a secure office area and computerized files. Client progress is collected, measured, and reported. Treatment goals/action steps are reviewed, rated, and evaluated weekly by the family and therapist. In addition to the goals, information is taken at a client's first session, which assesses behavior change needs perceived by the family and therapist, and is noted at various benchmarks during treatment. Progress goals are measured by the following: 1) too few sessions or no goals established 2) no progress on goals 3) made progress on some goals 4) made progress on all goals. The closing summary reports accomplishment of goals and client changes. All outcomes are summarized and reported on a case closing document.

### ***Quality Improvement***

A variety of reports are generated weekly, monthly, and quarterly on outputs and outcomes. When families complete treatment, closing reports provide the client progress measurements. This data is summarized quarterly for improvement rates. For onsite group services, activity data sheets are summarized on each participating child in order to report progress. For ADHD parenting classes, increased skills/knowledge is part of the parenting index/scales, which are used to demonstrate changes in stress and behavior. ACGC has implemented a quarterly satisfaction survey process. During one week each quarter, all clients are asked to complete a satisfaction survey (English or Spanish) that addresses satisfaction levels. Results from these surveys are compiled and reported to internal and external stakeholders, and are tracked over time to see trends. ACGC prepares reports for internal and external constituencies. Aggregated client outputs and progress reports

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## ***Program Work Statement***

***Contract Start Date***

9/1/2015

***Contract End Date***

9/30/2018

help the agency look at, evaluate and plan for location of services in the community; mix of on-site and off-site services; populations to target; and efficacy of our interventions. Parent surveys are aggregated to determine client satisfaction, as well as indicators of trauma-informed systems (i.e. how well ACGC included the families in the process).

### ***Service Coordination with Other Agencies***

ACGC is dedicated to working with the Austin/Travis County continuum of mental health service providers to minimize duplication of efforts and increase efficiencies through cross-agency service referrals. ACGC currently coordinates services off-site within the community to ensure that lower-income families have access to affordable/no cost behavioral health care. The agency assists the Juvenile Probation Offices by providing mental health services at the Intermediate Sanction Center. The agency coordinates with LifeWorks, Any Baby Can, and People's Community Clinic and Austin Independent School District to serve pregnant and parenting teens. The Infant and Early Childhood Project coordinates with United Way, Raising Austin and YWCA to deliver social/emotional learning skills to 8 at-risk childcare centers. As a result of coordination, families access quality care that integrates mental health, education, service coordination and outreach services.

### ***Service Collaboration with Other Agencies***

Currently, the agency receives referrals from the Domestic Relations Office, the Austin Police Department Victim Services, Child Protective Services, Austin Independent School District, Juvenile Court and community partnerships with: SafePlace, People's Community Clinic, LifeWorks, Center for Child Protection, Easter Seals Central Texas, Shoal Creek, Manos de Cristo, Austin Children Shelter and Helping Hand Home. The ACGC's Intake Specialist refers clients out to various agencies that provide healthcare, education, and basic needs services. These same agencies also refer clients to ACGC that require outpatient behavioral healthcare. The agency has a long history of referrals/coordination with the aforementioned providers.

### ***Community Planning Activities***

In 2013, ACGC developed the Trauma Informed Care Consortium of Central Texas (TICC). The TICC convenes over 35 child-serving agencies who work with children and families who have experienced trauma, to share resources and best practices, and provide training. ACGC has developed a website, and has provided presentations and trainings to local and regional agencies, coalitions, and planning groups on trauma-informed care. ACGC is a member of the Children and Youth Mental Health Planning Partnership (CYMHPP), and ACGC's Director of Program Services serves as co-chair. In addition, ACGC is an active participant and hosts a monthly meeting of the Community Partners for Children at the agency's center.

ACGC is active in many other community planning organizations and activities, including: the Texas Association of Infant Mental Health; United Way Success By Six; One Voice Central Texas; and the Travis County Model Court. ACGC's Executive Director and Director of Program Services were involved in the Community Health Assessment / Plan process (CHA/CHIP), and Senator Kirk Watson's "10 In 10" initiative. Our Director of Psychological Services has served on Austin ISD's School Health Advisory Council.



**Program Performance Measures**

		<i>Period</i>			<i>Contract Term</i>
		<i>1</i>	<i>2</i>	<i>3</i>	
		<i>Start Date</i>	<i>End Date</i>	<i>Start Date</i>	<i>End Date</i>
		10/1/2015	9/30/2016	10/1/2016	9/30/2017
		10/1/2017	9/30/2018	10/1/2017	9/30/2018
		<i>Period</i>			<i>Contract Term</i>
		<i>1</i>	<i>2</i>	<i>3</i>	
<b>Outputs</b>					
<i>ID</i>	<i>Output Measure Description</i>				
1	Total Number of Unduplicated Clients Served	324	374	374	972
<b>Outcomes</b>					
<i>ID</i>	<i>Outcome Measure Description</i>				
	Number of individuals making progress on their treatment plan goal(s)	413	413	413	1239
3B	Number of individuals evaluated for progress on treatment plan goals(s)	486	486	486	1458
	Percent of individuals making progress toward their treatment plan goals	84.98	84.98	84.98	84.98
	Number of individuals demonstrating improved life skill(s)	170	170	170	510
5B	Number of individuals participating in the activity	200	200	200	600
	Percent of individuals who demonstrate improved life skills	85	85	85	85

# **City of Austin Health and Human Services**

## **Social Service Contracts**

### **Client Eligibility Requirements**

**UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.**

#### **GENERAL**

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
  - ◆ Annual certification of client eligibility
  - ◆ Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
  - ◆ If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
  - ◆ Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
  - ◆ Clients in programs serving victims of violence are not subject to residency or income requirements
  - ◆ Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

#### **IDENTITY**

- Client must provide proof of identity in order to receive City-funded services, documented by:
  - ◆ A government –issued identification; or
  - ◆ A signed Self-Declaration of Identity supported by client residency documentation

#### **RESIDENCY**

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
  - ◆ Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
  - ◆ Residency eligibility must be verified by one or more of the following sources:
    - Austin GIS Jurisdictions Web Map (<http://www.austintexas.gov/gis/JurisdictionsWebMap/>)
    - Travis County Appraisal District website (<http://www.traviscad.org>)

# City of Austin Health and Human Services

## Social Service Contracts

### Client Eligibility Requirements

- U.S. Postal Service website (verification of County only) ([www.usps.com](http://www.usps.com))

#### **INCOME**

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
  - ♦ For the purposes of determining eligibility for City-funded services, a family unit consists of:
    - A person living alone:
      - An adult living alone
      - A minor child living alone or with others who are not responsible for the child's support
    - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
      - Two persons in a domestic partnership, or legal or common-law marriage
      - One or both legal parents and minor children
      - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

#### **(1) Included Income:**

- (A) Temporary Assistance for Needy Families (TANF);
- (B) Money, wages and salaries before any deductions;
- (C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
- (D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
- (E) Railroad retirement;
- (F) Unemployment compensation;
- (G) Strike benefits from union funds;
- (H) Worker's compensation;
- (I) Training stipends;
- (J) Alimony;
- (K) Military family allotments;
- (L) Private pensions;
- (M) Government employee pensions (including military retirement pay);
- (N) Regular insurance or annuity payments; and
- (O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

#### **(2) Excluded Income:**

- (A) Capital gains; any assets drawn down as withdrawals from a bank;
- (B) The sale of property, a house, or a car;
- (C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

# City of Austin Health and Human Services

## Social Service Contracts

### Client Eligibility Requirements

- (D) Tax refunds, gifts, loans, and lump-sum inheritances;
- (E) One-time insurance payments or compensation for injury;
- (F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
- (G) Food or housing received in lieu of wages;
- (H) The value of food and fuel produced and consumed on farms;
- (I) The imputed value of rent from owner-occupied non-farm or farm housing;
- (J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
- (K) Housing assistance and combat zone pay to the military;
- (L) Veterans (VA) Disability Payments;
- (M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
- (N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
  - ❖ Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
  - ❖ Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

**Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.**



**Program Budget and Narrative**

	<i>1</i>	<i>Period 2</i>	<i>3</i>	Contract Start 9/1/2015 Contract End 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017	
Period End Date	9/30/2016	9/30/2017	9/30/2018	<b>Total</b>
Salary plus Benefits	\$148,546.00	\$148,546.00	\$148,546.00	<b>\$445,638.00</b>
General Operations Expenses	\$25,246.00	\$25,246.00	\$25,246.00	\$75,738.00
Program Subcontractors	\$5,000.00	\$5,000.00	\$5,000.00	\$15,000.00
Staff Travel	\$0.00	\$0.00	\$0.00	\$0.00
Conferences	\$0.00	\$0.00	\$0.00	\$0.00
Operations SubTotal	\$30,246.00	\$30,246.00	\$30,246.00	<b>\$90,738.00</b>
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$0.00	\$0.00	\$0.00	\$0.00
Other Assistance Amount	\$0.00	\$0.00	\$0.00	\$0.00
Direct Assistance SubTotal	\$0.00	\$0.00	\$0.00	<b>\$0.00</b>
Capital Outlay Amount	\$0.00	\$0.00	\$0.00	<b>\$0.00</b>
<b>Total</b>	<b>\$178,792.00</b>	<b>\$178,792.00</b>	<b>\$178,792.00</b>	<b>\$536,376.00</b>
Total Period Percentage	33.33	33.33	33.33	

**Detailed Budget Narrative****Salaries plus Benefits**

Salaries and benefits for direct program staff, to include 9% of time for 15 LCSW's, LPC's and Psychologists providing on-site services at ACGC's central location and in three off-site projects (TANDEM, Juvenile Court, and Infant & Early Childhood MH Project); and 50% of bi-lingual Psychologist to increase bi-lingual psychological assessments to clients. Supporting program staff include 9% of salaries for the Director of Program Services, Director of Psychological Services, and Project Coordinator for Center-Based Services. Support staff include 9% of salaries for staff in finance, insurance, volunteer coordination, data management, reception, development, and Executive Director.

**General Op Expenses**

General operating expenses include occupancy costs (utilities, maintenance, and contracted services; postage; telephone; printing and duplication; audit / accounting; computer services; organizational insurance; and program and office supplies.

**Program Subcontractors**

A portion of the psychiatrist expenses are included in the City project. The psychiatrist provides psychiatric evaluations and on-going medication monitoring for clients who are actively engaged in therapy at ACGC.

**Staff Travel****Conferences****Food and Beverage****Financial Assistance****Other Assistance****Capital Outlay**

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**Program Subcontractors**

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

**Subcontractor's Information****Name**

Keith Caramelli, M.D.

<i>Unduplicated Count</i>	200	200	200	600
<i>Amount</i>	\$5,000.00	\$5,000.00	\$5,000.00	\$15,000.00

**Length of Term***Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Psychiatric Services

**City of Austin, Texas**  
**EQUAL EMPLOYMENT/FAIR HOUSING OFFICE**  
**NON-DISCRIMINATION CERTIFICATION**

**City of Austin, Texas**  
**Human Rights Commission**

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:  
Chapter 5-4. Discrimination in Employment by City Contractors.

**Sec. 4-2 Discriminatory Employment Practices Prohibited.** As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

- (B) (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

**City of Austin**  
**Minimum Standard Non-Discrimination in Employment Policy:**

*As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.*

*The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.*

*Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for*

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

**Sanctions:**

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

**Term:**

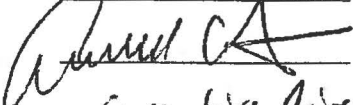
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 26<sup>th</sup> day of May, 2015

CONTRACTOR

Authorized  
Signature

Title

Auchn Child Guidance Cen  
  
Executive Director



**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS**

The following Supplemental Purchasing Provisions apply to this solicitation:

**1. EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to [CityHSRFA2014@austintexas.gov](mailto:CityHSRFA2014@austintexas.gov) by 4 PM on April 11<sup>th</sup>, 2014. Questions not submitted to the email address above or after the deadline will not be addressed. Questions and Answers will be available at the following link: <http://austintexas.gov/article/social-services-solicitation>

**2. INSURANCE:** Insurance is required for this solicitation.

**Contractor shall have, and shall require all Subcontractors of every tier providing services under this Contract to have,** Standard Insurance meeting the General Requirements as set forth below and sufficient to cover the needs of Contractor and/or Subcontractor pursuant to applicable generally accepted business standards. Depending on services provided by Contractor and/or Subcontractor(s), Supplemental Insurance Requirements or Alternate Insurance Options shall be imposed as follows:

**I. General Requirements Applicable to All Contractors' Insurance.**

The following requirements (A-J) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

- A. The minimum types and limits of insurance indicated below shall be maintained throughout the duration of the Contract.
- B. Insurance shall be written by companies licensed in the State of Texas with an A.M. Best rating of B+ VII or higher.
- C. Prior to commencing work under this Contract, the required insurance shall be in force as evidenced by a Certificate of Insurance issued by the writing agent or carrier. A copy of the Certificate of Insurance shall be forwarded to the Human Services Administration Unit upon request. Execution of this Contract will not occur until such evidence of insurance has been provided and accepted by the City.
- D. Certificates of Insurance shall include the endorsements outlined below and shall be submitted to the Human Services Administration Unit. The Certificate(s) shall show the City of Austin Contract number and all endorsements by number.
- E. Insurance required under this Contract which names City of Austin as Additional Insured shall be considered primary for all claims.
- F. Insurance limits shown below may be written as primary or structured using primary and excess or umbrella coverage that follows the form of the primary policy.
- G. City shall be entitled, upon its request and without expense, to receive certified copies of policies and endorsements.
- H. City reserves the right to review insurance requirements during any term of the Contract and to require that Contractor make reasonable adjustments when the scope of services has been expanded.
- I. Contractor shall not allow any insurance to be cancelled or lapse during any term of this Contract. Contractor shall not permit the minimum limits of coverage to erode or otherwise be reduced. Contractor shall be responsible for all premiums, deductibles and self-insured retention. All deductibles and self-insured retention shall be shown on the Certificates of Insurance.
- J. Insurance coverages specified in this Contract are not intended and will not be interpreted to limit the responsibility or liability of the Contractor or Subcontractor(s).

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS**

- K. The City will accept endorsements providing equivalent coverage if the insurance carrier does not use the specific endorsements indicated below.

**II. Specific Requirements**

The following requirements (II.A - II.G, inclusive) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

**A. Workers' Compensation and Employers' Liability Insurance**

1. Coverage shall be consistent with statutory benefits outlined in the Texas Workers' Compensation Act.
2. Employers' Liability limits are
  - \$100,000 bodily injury each accident
  - \$100,000 bodily injury by disease
  - \$500,000 policy limit
3. Policies under this Section shall apply to State of Texas and include the following endorsements in favor of City of Austin:
  - a. Waiver of Subrogation (Form 420304)
  - b. Thirty (30) day Notice of Cancellation (Form 420601)

**B. Commercial General Liability Insurance**

1. Minimum limits:
  - \$500,000\* combined single limit per occurrence for coverage A and B.
  - \*Supplemental Insurance Requirement
  - If eldercare, childcare, or housing for clients is provided, the required limits shall be:
    - \$1,000,000 per occurrence
2. The Policy shall contain or be endorsed as follows:
  - a. Blanket Contractual liability for this Contract
  - b. Products and Completed Operations
  - c. Independent Contractor Coverage
3. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
  - a. Waiver of Subrogation (Form CG 2404)
  - b. Thirty (30) day Notice of Cancellation (Form CG 0205)
  - c. City of Austin named as additional insured (Form CG 2010)
4. If care of a child is provided outside the presence of a legal guardian or parent, the Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.
  - The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

**C. Business Automobile Liability Insurance**

1. Minimum limits:

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS**

\$500,000 combined single limit per occurrence

- a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
2. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
  - a. Waiver of Subrogation (Form CA 0444)
  - b. Thirty (30) day Notice of Cancellation (Form CA 0244)
  - c. City of Austin named as additional insured (Form CA 2048)

**D. Professional Liability Insurance**

Coverage shall be provided with a minimum limit of \$1,000,000 per claim to cover negligent acts, errors, or omissions arising out of Professional Services under this Contract.

**E. Blanket Crime Policy Insurance**

A Blanket Crime Policy **providing coverage for employee dishonesty** shall be required with limits equal to or greater than the sum of all Contract Funds allocated by the City. Acceptance of alternative limits shall be approved by the HHSD Director.

**F. Directors and Officers Insurance**

Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Agreement and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Agreement and for not less than twenty-four (24) months following the end of the Agreement. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Agreement or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

**G. Property Insurance**

If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

- H. Commercial Crime Insurance** for all losses emanating from the handling of checks or cash including but not limited to losses resulting from dishonest or criminal acts, fraud, embezzlement, forgery, misappropriation or loss of funds and errors in the processing or reporting of funds. This policy shall be written for a minimum limit of the sum total dollar amount of City contracts for social services.

- III. Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

**3. TERM OF CONTRACT:**

- A. The Contract shall be in effect for an initial term of 36 months and may be extended thereafter for up to 3 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

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- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 180 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
- D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

**4. RECYCLED PRODUCTS:**

- A. The City prefers that Offerors offer products that contain recycled materials. When a recycled product is offered by the Offeror, the Offeror must state in their Offer the percentage of the product that is recycled and must include a list of the recycled materials that are contained in the product.
- B. The recycled content of paper products offered to the City shall be in accordance with the Federal Environmental Protection Agency's Recycled Product Procurement Guidelines. These guidelines are available at <http://www.epa.gov/cpg/>.

**5. INTERLOCAL PURCHASING AGREEMENTS:** (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.
- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

**7. OWNERSHIP AND USE OF DELIVERABLES:** The City shall own all rights, titles, and interests throughout the world in and to the Deliverables.

- A. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.
- B. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.



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- C. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables. The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this Paragraph 36 A., B., and C. shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.

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**1. INTRODUCTION**

The overall objective for this competitive solicitation is to establish contracts with community-based organizations for services that promote self-sufficiency across the Life Continuum in an amount approximately \$13,815,227 per 12-month period. The contracted services shall target people who are residents of Austin and/or Travis County with gross income at or below 200% of federal poverty guidelines, with exceptions to this eligibility requirement for services designed specifically for homeless individuals and families and services designed specifically for victims of sexual and domestic violence.

To that end, the City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified providers (Applicants) with demonstrated experience in providing social services to children, youth, adults and families, and/or seniors and persons with disabilities with diverse needs along a self-sufficiency continuum. The City requests applications that address social services' self-sufficiency goals across the Life Continuum.

**1.1 Self-sufficiency Goals:**

- a. Safety Net/Infrastructure Services: Ensure that no person is without such basic necessities as food, clothing, health, shelter, and behavioral health care, or constitutionally-guaranteed legal rights
- b. Transition Out of Poverty: Ensure developmental, educational, employment and other special opportunities for disadvantaged persons to further self-reliance
- c. Problem Prevention: Deter the growth of problem conditions at the individual and community level through education, preventive physical and behavioral health programs, crime prevention and other preventive programs
- d. Universal Support Services: Provide family and societal support services in response to long-term issues such as poverty and new problems created by urbanization and technological advances. These include education, child care, counseling and assistance for the aging, youth, homeless, and unemployed, rehabilitation services and other support rehabilitation services
- e. Enrichment: Encourage personal development and community enrichment through cultural and educational programs

**1.2 Life Continuum Categories:**

- a. Early Childhood: Represents the critical developmental period from birth through 5 years old. It provides the continuum of care (prevention, intervention, and treatment) that nurtures children to their optimal development in all domains: physical, social, emotional, language, and intellectual. Early childhood services support the evidence that children's development is intertwined with their environments and relationships at home, at school, and in the community, and with the adults in those environments including parents/families, caregivers, teachers, and service providers.
- b. Youth: Focuses on the lives and needs of youth and adolescents, defined as individuals ages 6-21, by addressing areas of opportunity, out of school time, youth enrichment, and healthy development. Through the participation of these programs, youth are given the

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tools to successfully transition through the educational continuum to employment; experience physical and emotional well-being; understand learning and training opportunities; and experience positive growth for themselves and their community.

- c. **Adults and Families:** Focuses on assisting adults and families with meeting their essential needs and improving or maintaining their quality of life by providing basic needs, housing and homeless services, behavioral health, workforce development and other social services.
- d. **Seniors & Persons with Disabilities:** With a rapidly growing number of seniors, defined as individuals of 55 years of age or older, and a significant population of people with disabilities, including both physical and mental disabilities, services to these individuals are intended to help them maintain dignity, independent living, housing stability, and to assist with basic needs.

Contracts entered into under this RFA are anticipated to be for an initial three-year period, beginning October 1, 2015, with three one-year renewal options for a total contract period not to exceed six (6) years. All contracts awarded through this solicitation will require authorization of the Austin City Council. The City Council has directed that final contract decisions be consistent with the goals of the Imagine Austin Comprehensive Plan and other community plans outlined in this solicitation.

## **2. BACKGROUND**

### A Focus on Self-Sufficiency Across the Life Continuum

In preparation for this RFA, the City engaged a broad range of stakeholders in community conversations and consulted various local, state, and federal action plans and reports. These efforts highlighted issue areas that promote self-sufficiency across the Life Continuum such as: 1) Basic Needs, 2) Behavioral Health, 3) Child and Youth Services, 4) Homeless Services, and 5) Workforce Development.

The following plans and reports identify significant needs in our community, gaps in services, and/or best practices for strategies that foster and support self-sufficiency for individuals and families. This is a partial list of the documents used and does not include all applicable plans and reports.

- a. *School Readiness Action Plan* (May 2012), UnitedWay
- b. *Priority Outcomes for Child and Youth Well-being*, (2012) Ready by 21 Coalition of Central Texas
- c. *Travis County Community Impact Report* (2012), Travis County HHS & VS
- d. *Hunger and Homelessness Survey* (Dec 2012), The U.S. Conference of Mayors
- e. *CAN Community Dashboard* (2012, 2013), Community Advancement Network
- f. *Permanent Supportive Housing Strategy* (September 2010), City of Austin & CSH
- g. *Home Health Quality Initiative* (April 2013), Centers for Medicare & Medicaid Services
- h. *10 Year Plan to End Homelessness* (2010), Ending Community Homelessness Coalition

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- i. *American Community Survey* (2012), U.S. Census Bureau – and the *Travis County Snapshot from the 2012 American Community Survey*, Travis County HHS & VS
- j. *SAMHSA's National Registry of Evidence-based Programs and Practices* (2013), The Substance Abuse and Mental Health Services Administration
- k. *Austin/Travis County Community Health Assessment* (2012), A/TCHHSD, Travis County HHS & VS, Central Health, St. David's Foundation, Seton Healthcare Family, UTHSC
- l. *Mayor's Mental Health Task Force Final Report* (2005), Austin/Travis County Behavioral Health Planning Partnership
- m. *Embracing an Age Diverse Austin: Mayor's Task Force on Aging Report and Recommendations* (2013), Mayor's Task Force on Aging
- n. *Imagine Austin* (2012), City of Austin

As the community's social and economic environment continues to change, the City will invest in social services that focus on promoting and sustaining self-sufficiency for targeted individuals and families across the Life Continuum.

### **3. PRINCIPAL OBJECTIVE & GOALS**

This RFA establishes an open and competitive process which encourages applications that are client-centered and employ evidence-based, research-based or promising practices that promote self-sufficiency across the Life Continuum. This RFA requires the service strategy/strategies proposed be consistent with one or more of the goals outlined below:

- a. Early Childhood:
  - 1. **READY FAMILIES GOALS:** Parents have a secure attachment to their infants and young children. Parents respond appropriately to their children's cues. Families provide stimulating learning experiences for their children prior to school entry. Families are financially stable.
  - 2. **READY SERVICES: EARLY CHILDHOOD EDUCATION GOALS:** Affordable, accessible early education services are available for all families. Available early education services are culturally relevant, healthful, engaging, rigorous, and are of sufficient quality to measurably impact school readiness outcomes.
  - 3. **READY SERVICES: PREVENTATIVE PRIMARY CARE & MENTAL HEALTH GOALS:** Children and family members are linked to preventative physical and mental health services and treatment as needed. Children with developmental delays are referred to appropriate services.
  - 4. **READY CHILDREN GOALS:** Low-income Travis County children ages 0–5 are happy, healthy and prepared for school success.  
*(School Readiness Action Plan)*
- b. Youth:
  - 1. Children, youth and young adults:



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- i. Are physically healthy
  - ii. Are physically safe
  - iii. Respect diversity and demonstrate empathy and pro-social behaviors
  - iv. Engage in community, school and/or extracurricular activities
  - v. Are aware of, appreciate and demonstrate behaviors of personal and social responsibility
  - vi. Have good mental health and are emotionally resilient
  - vii. Avoid risky behaviors
  - viii. Are academically successful
  - ix. Have awareness and positive attitudes about adult careers
  - x. Graduate from high school college- and/or career-ready and prepared for a Life of learning
  - xi. Successfully complete post-secondary education or training
  - xii. Are productive and equipped to reach financial self-sufficiency
- (Ready by 21)**

c. Adults and Families:

1. Basic Needs: Individuals and families have resources for the most fundamental aspects of daily living such as food, housing, utilities, safety and personal care. Basic needs services are often emergency or short-term services provided during/after a crisis or following a prolonged period of extremely limited resources. Typically these needs must be met before an individual or family has the capacity to transition out of poverty and into self-sufficiency.
2. Homeless & Housing Services: People at risk of becoming homeless, the situational homeless and the chronic homeless will be identified early and receive the assistance they need to maintain and receive appropriate housing (***Ending Community Homeless Coalition - ECHO***). People experiencing homelessness have access to a safe and secure environment where they are offered a variety of services, including case management, safe sleep, mental/physical supports, and resource information to address a variety of needs. Individuals and families who have experienced violence or abuse have access to trauma-informed emergency shelter, transitional and/or other housing and support services to stabilize, heal, and build self-sufficiency.
3. Behavioral Health: Austin/Travis County will be a community that promotes the mental and physical health of its residents and all persons of all cultures and all special populations will have access to prevention, intervention, treatment, and recovery support services of substance use disorders and mental illness (***Behavioral Health Planning Partnership***).
4. Workforce Development: Individuals are connected to jobs with good wages, benefits and career path opportunities to transition out of poverty and promote self-sufficiency. In many cases, for individuals to successfully transition into sustained employment, basic adult education and language acquisition services are required in addition to certifications and skills based instruction. Improve access to high quality adult education, including English as a Second Language, General Education Development, Adult Basic Education, computer literacy, financial literacy and health

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literacy to obtain literacy skills necessary for self-sufficiency (*Literacy Coalition of Central Texas*). Reduce disparities in education, employment and income (*Workforce Solutions Strategic Plan, Overarching Goals*).

d. Seniors & Persons with Disabilities:

1. Seniors:

- i. Provide a continuum of services and supports that help older adults “age in place/community” and avoid premature or unnecessary institutionalization (e.g., hospital, nursing homes, etc.)
- ii. Provide services that focus on the cognitive and mental/behavioral health of older adults such as late-life depression, anxiety, suicide prevention, substance abuse, and dementia.
- iii. Ensure access to meaningful opportunities for recreation and social engagement to avoid isolation, loneliness and depression.
- iv. Support family caregivers with services that promote their self-care, health and effectiveness (e.g., respite care, education, therapeutic counseling).
- v. Provide access to safe and affordable housing that allows older adults to age in place and have access to transportation options.

*(Mayor’s Task Force on Aging 2013)*

2. Persons with Disabilities:

- i. Provide a continuum of services and supports throughout the person’s Life to remain in community-based settings and avoid institutionalization (e.g., State Supported Living Center, prison, nursing homes, etc.).
- ii. Provide services and resources that support families and caregivers for the Life of the person with a disability (e.g., respite care, education, transitional services, etc.).
- iii. Provide access to affordable housing options that include accessible transportation opportunities to work, healthcare, shopping, education and play.
- iv. Provide opportunities for persons with disabilities to be employed in non-segregated, regular workplaces.
- v. Ensure access to meaningful day activities for adults with disabilities to avoid isolation, depression, and victimization

*(Intellectual and Developmental Disabilities Coalition; “Community Integration for People with Disabilities: Key Principles.”)*

**4. CONNECTION TO IMAGINE AUSTIN**

The Applicant shall indicate how the proposed strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements.

The Imagine Austin Comprehensive Plan vision statement states:

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**“Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its citizens, and where the necessities of life are affordable and accessible to all.”**

Imagine Austin’s core mission statements, as they relate to the City’s social service investments, are as follows:

**Austin is Livable:** All residents have a variety of urban, suburban, and semi-rural lifestyle choices with access to quality schools, libraries, parks and recreation, health and human services, and other outstanding public facilities and services.

- a. Austin’s diverse population is active and healthy, with access to locally-grown, nourishing foods and affordable healthcare

**Austin is Educated:** Austin provides everyone with an equal opportunity for the highest quality of education that allows them to fully develop their potential. Networks of community partnerships support our schools and ensure that our children receive the resources and services they need to thrive and learn.

- a. Our school campuses provide safe and stable environments enabling future success
- b. Every child in Austin has the chance to engage with other cultures, communities, and languages, providing pathways for healthy development and the critical thinking skills students need as future citizens of Austin and the world.

**Austin is Prosperous:** Austin’s prosperity exists because of the overall health, vitality, and sustainability of the city as a whole — including the skills, hard work, and qualities of our citizens, the stewardship of our natural resources, and developing conditions that foster both local businesses and large institutions.

- a. Equitable opportunities are accessible to all through quality education, training, and good jobs

**Austin Values and Respects its People:** Austin is its people. Our city is home to engaged, compassionate, creative, and independent thinking people, where diversity is a source of strength, and where we have the opportunity to fully participate and fulfill our potential. People across all parts of the city and of ages and income levels live in safe, stable neighborhoods with a variety of affordable and accessible homes with access to healthy food, economic opportunity, healthcare, education, and transportation

<http://assets.austintexas.gov/webiacpfullreduced.pdf>.

## 5. PROGRAM STRATEGIES & TARGET POPULATION

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The City is intentionally leaving program strategies and target population options open beyond the criteria listed in this section for the areas described above, allowing Applicants to propose solutions to maintain, improve, or promote self-sufficiency throughout the Life Continuum in an effective and successful manner for the target population identified. Applicants are encouraged to incorporate strategies that reflect evidence-based or promising practices and the proposed strategies shall be aligned with the Life Continuum goals outlined in Section 3 of this RFA.

The Applicant shall clearly identify the primary Life Continuum category addressed by their application. Any additional Life Continuum category/categories being addressed shall also be identified. Applicants may propose multiple strategies either within the same application or in separate applications as appropriate for their targeted population(s).

Applicants shall clearly identify the target population(s) they plan to serve. If applicable, Applicants shall describe how they will serve clients who have a criminal history.

The services the City will purchase will include the following characteristics:

- a. Are client-centered with a holistic approach
- b. Serves high-risk clients living at or below 200% of poverty with significant and/or multiple barriers to self-sufficiency and stability
- c. Are Integrated with the community to improve access to supportive services
- d. Links client and services to other City-funded or City-operated services

The Applicant shall also provide data to demonstrate the need for the strategy/strategies being proposed. Data should include but is not limited to:

- a. Target Population demographic/Census data
- b. Target Population unmet need(s)
- c. Applicant's trends in Target Population unmet need(s)
- d. Waiting list information (if applicable)
- e. Data from community databases, such as Homeless Management Information System, showing Target Population unmet need(s) (if applicable)

If the proposed strategies cut across the Life Continuum and or are collaborative/cooperative with other service providers, Applicants shall indicate how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations. For the purposes of this RFA, the terms "collaborative" and "cooperative" are defined below:

- Collaborative: a consortium with a lead agency/fiscal agent and subcontractors
- Cooperative: a consortium with a lead agency working in partnership with one or more other agencies



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Applicants may submit one or more applications as a primary contractor and may choose to participate as a subcontractor or partner in another application.

**6. OUTCOMES & OUTPUTS**

One or more of the following high-level outcomes designed to demonstrate progress in self-sufficiency through the Life Continuum is required for all applications. Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

All applications shall also include the following high-level output. Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period

**7. ELIGIBILITY REQUIREMENTS**

The eligibility requirements for this RFA are outlined in Section 0620 – Client Eligibility Requirements. The City requires all awarded agencies to maintain a complete and current record of client eligibility throughout the entire contract period (e.g. client file or electronic record) that includes documentation of the elements listed in Section 0620.

Applicants may propose alternate eligibility criteria from the requirements in Section 0620 for the proposed target population(s). If applicable, Applicants shall clearly define the proposed alternate eligibility criteria.

Applicants shall describe how the City Client Eligibility Requirements (Section 0620) or the proposed alternate eligibility criteria will be documented for the target population(s) identified in the application.

**8. FUNDING INFORMATION**

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- a. \$13,815,227 is available per 12-month period for all Life Continuum categories for a total three-year amount of \$41,445,681 dependent upon Austin City Council approval.
  - 1. The following funding amounts are available for each Life Continuum category per 12-month period:
    - i. Early Childhood - \$949,416
    - ii. Youth - \$1,961,339
    - iii. Adults and Family - \$7,327,622
    - iv. Seniors and People with Disabilities - \$813,804
    - v. \$2,763,045 is available to be awarded in any Life Continuum category
- b. Applicants shall apply for at least \$50,000 per 12-month period.
- c. It is the City's intent to provide initial three-year contract with three (3) one-year renewal options, for a total contract period not to exceed six (6) years. The initial three-year contract funding period will be October 1, 2015, through September 30, 2018.
- d. The City of Austin reserves the right to adjust the contract amount or scope of work over the contract period based on community needs, applicant's ability to expend funds in a timely manner or any other factor. When the City determines adjustments need to be made, the City will provide at least 90-day notice to the contractor.

**9. ELIGIBLE APPLICANTS**

- a. Any nonprofit or governmental agency that can legally contract with the City (as verified by the City Purchasing Office).
  - 1. City policy does not permit entering into a contract with an entity that owes taxes to the City.
  - 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- b. Applicants shall be able to meet the City's insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFP.
- c. Applicant's two most recent consecutive audit years:
  - 1. Shall reflect an unqualified and/or unmodified audit opinion
  - 2. Shall not reflect a "Going Concern Uncertainty"
  - 3. Shall not reflect financial management issues unless Applicant can provide evidence that necessary changes have been implemented.
- d. Applicant's Board of Directors shall:
  - 1. Have specific terms delineated by a beginning and ending date
  - 2. Meet in person a minimum of three times per fiscal year
  - 3. Have a process to review program performance, approve budgets, review financial performance and approve audit reports.
- e. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and providing the proposed services to clients.

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All Applicants must submit the following documents in a sealed envelope in the same package as their application:

- a. Completed Application Threshold Checklist (Section 0610)
- b. Current Board of Directors by-laws
- c. Approved Board of Directors minutes during the previous fiscal year reflecting the Board has a documented process that:
  - a. reviews program performance
  - b. approves budgets
  - c. reviews financial performance
  - d. approves audit reports
- d. Copy of the most recently filed 990 or 990 EZ, or Extension to File documentation (no older than FY 2012)
- e. A complete set of audited financial statements which include the auditor's opinion and any management letters, covering the two most recent consecutive audit years

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**APPLICATION SUBMISSION REQUIREMENTS**

The Applicant must submit its response in two **SEPARATE** sealed envelopes.

**ENVELOPE #1 – THRESHOLD REVIEW**

This sealed envelope must contain the following:

1. **Application Threshold Checklist – Section 0610**
2. Required Attachments

The envelope should be labeled:      THRESHOLD REVIEW CHECKLIST  
[NAME OF AGENCY]  
[NAME OF PROPOSED PROGRAM]

**ENVELOPE #2 – APPLICATION DOCUMENTS**

This sealed envelope must contain the following:

*1 original and 6 CDs or flash drives each containing all the elements below:*

1. Executive Summary
2. Application
3. Attachments

The envelope should be labeled:      APPLICATION DOCUMENTS  
[NAME OF AGENCY]

**BOTH SETS OF ENVELOPES SHOULD BE SHIPPED IN A BOX (OR BOXES) WITH THE SOLICITATION NUMBER **EAD0116** CLEARLY MARKED ON THE OUTSIDE AND IDENTIFY WHICH ENVELOPE IS IN WHICH PACKAGE.**

**Executive Summary**

The Executive Summary cannot exceed two (2) pages using the Application Format guidelines listed below and must include:

1. A brief description of the Applicant



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2. A brief description of how the application will address the primary self-sufficiency goal and Life Continuum category identified
3. A brief description of any additional self-sufficiency goals and/or Life Continuum categories addressed
4. A brief description of the need of the target population(s) for the strategy/strategies being proposed
5. A brief summary of the proposed program strategy/strategies
6. The amount of funding requested
7. A statement of the Applicant's compliance with all applicable rules and regulations of Federal, State and Local governing entities is required. The Applicant must state compliance with all terms of this Request for Application (RFA).

### **Application Evaluation**

An application must address each item in Parts I, II, & III, outlined below, in order to be considered responsive to the goals of this RFA. Part IV is optional and is not required in order for an application to be considered responsive to the goals of this RFA. A total of 100 points may be awarded to the application in Parts I, II, & III below with an additional 25 bonus points available in Part IV for a potential of 125 total evaluation points. The maximum score per section is noted at the beginning of each section. All responses will be evaluated as to how the proposed program aligns with the goals of this RFA and whether each required response to the evaluation factors has been adequately addressed.

### **Application Format**

The Applicant must use size 12 Times New Roman font. An original Application must be printed double-spaced on single-sided 8½ x 11 inch plain white paper with 1" margins and no Page Scaling. Do not submit booklets, pamphlets, or other bulky items. Do not use covers, card stock, staples, binders, notebooks, or dividers with tabs. Fasten the proposal with binder clips only.

An application cannot exceed **25 (twenty-five) pages**, excluding executive summary, table of contents, signed certifications, budget forms, MOUs, logic models, resumes, job descriptions or other required attachments outlined in the sections below. An **additional 5 (five) pages** is allowed if an application responds to any or all of the items in Part IV of this RFA.

The actual application itself should be organized and labeled using the following

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informational sequence:

**Part I – Program Overview and Strategy**

**Total points: 70**

**A. Connection to the Self-Sufficiency Goals and Life Continuum Categories**

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the primary self-sufficiency goal and Life Continuum category the application addresses.

1. Provide information on how the application meets the primary self-sufficiency goal and Life Continuum category.
  - a. If additional self-sufficiency goals and Life Continuum categories are addressed, Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the secondary self-sufficiency goal(s) and Life Continuum category/categories the application addresses. Applicant must also provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories in Part IV – Bonus Evaluation Points, Section A – Connection to Additional Self-Sufficiency Goal(s) and Life Continuum Category(ies).

*For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500 – Scope of Work: Section 1 – Introduction, 1.1 & 1.2.*

**B. Target Population(s) for the Goal(s)**

1. Describe the target population(s) that will be served and if this population is similar to or different from your current service population.
  - a. If the target population(s) is similar to your current service population, please provide a description of your experience and success working with this population.
  - b. If the target population(s) is different from your current service population, describe the modifications and new strategies you will implement to serve the new target population(s).
2. Provide data and data source(s) to demonstrate the need of the target population(s) for the strategy/strategies being proposed. Data should include but are not limited to:
  - a. Target population demographic/Census data
  - b. Quantified target population unmet need(s)
  - c. Applicant's trends in target population unmet need(s)
  - d. Waiting list information (if applicable)
  - e. Data from community databases, such as Homeless Management Information System, showing target population unmet need(s) (if applicable)

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3. Describe the strategy/strategies that will be implemented to serve clients with a criminal history.
4. Describe how the Client Eligibility Requirements (Section 0620) will be documented for the target population(s) identified in the application.
  - a. If alternate eligibility criteria are being proposed, define the alternate eligibility criteria and provide justification about why the alternate eligibility criteria are appropriate for the proposed strategy/strategies. Also describe how the alternate eligibility criteria will be documented for the target population(s) identified in the application.
5. Describe how the agency will ensure all four of the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care (<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>) are in place to ensure cultural and language differences are not a barrier to services.
  - a. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
  - b. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
  - c. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
  - d. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

*Agencies are encouraged to implement all 15 CLAS Standards listed on the website identified above.*

**C. Program Strategy to Accomplish the Goals**

1. Describe the program strategy/strategies.
2. Describe how the proposed strategy/strategies reflect evidence-based, research-based, or promising practices. Explain the rationale behind the program design. Include which level of evidence the program model falls in, according to the Section 0635 - Defining Evidence Guideline, and how this design meets the specific needs of the target population(s) identified in the application.
  - a. If the program falls in the category of evidence-based or research-based, provide a description of evidence used, including source(s), and method for ensuring program model fidelity. Provide a logic model for innovative approaches.
  - b. If the program falls into the category of “promising practice,” include (a) a logic model as an attachment to the application and (b) a brief plan for evaluation.
3. Describe how the program strategy/strategies align with one or more of the goals outlined in Section 0500 – Scope of Work: Section 3 – Principal Objective and Goals.

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4. Describe how the program strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements (Section 0500 – Scope of Work: Section 4 – Connection to Imagine Austin).
5. Describe any barriers and challenges the target population(s) may encounter accessing services and how these barriers and challenges will be mitigated.
6. If the proposed strategy/strategies reach individuals in multiple Life Continuum categories and/or are collaborative/cooperative with other service providers, describe how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations.
7. Describe any barriers and challenges you may encounter implementing the proposed strategy/strategies and how you will overcome them.
8. Describe any subcontractor partnerships funded under this application and informal relationships with service providers not funded under this application. Describe how they are necessary and/or appropriate for the strategy/strategies proposed.
9. Describe the project activities.
10. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Applicants will be required to adhere with the City of Austin Health and Human Services Department Homeless Housing Habitability Standards. Describe how your organization will comply with the requirements outlined in Section 0625 – Homeless Housing Habitability Standards.

**D. Performance Measures – Impact on the Goals**

Applicants must use Section 0640 – Program Performance Measures and Goals to indicate their specific Output and Outcome Measures.

1. Describe how the Applicant will calculate the required and any other proposed outputs and outcomes.

**Output Measures**

All applications must include the following high-level outputs:

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period



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Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

**Outcome Measures**

All applications must include one or more of the following high-level outcomes designed to demonstrate progress toward self-sufficiency through the Life Continuum:

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

**E. Service Coordination**

1. Describe how the Applicant coordinates their services with services being provided by other agencies relevant to the proposed strategy/strategies in order to minimize duplication and maximize client access to services.
2. Describe how the Applicant coordinates with other agencies (i.e. to refer and receive clients, to provide comprehensive services, etc.). If you are not currently coordinating with other agencies, what is your plan for establishing coordination?
3. If applicable, attach any program Memoranda of Understanding (MOU) and explain how this arrangement improves service delivery to clients.
4. Describe how clients will be connected to mainstream resources/public benefits (Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medical Assistance Program, etc.) and/or other City-funded services in order to maximize self-sufficiency.
5. Describe any additional services, not included in this application, which will be provided to the target population and how they will access those services initially and over time.
6. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Describe how your organization has participated in planning for the Coordinated Assessment initiative (<http://austinecho.org/the-solution/coordinated-assessment/> and [https://www.onecpd.info/resources/documents/Coordinated%20Assessment\\_3.20.12.pdf](https://www.onecpd.info/resources/documents/Coordinated%20Assessment_3.20.12.pdf)) and how your organization will coordinate and collaborate with this community initiative

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throughout the funding period.

**F. Community Planning Activities**

1. Describe Applicant's involvement in community planning activities that are specific to the services proposed in this application.
2. Describe Applicant's involvement in any other relevant community planning activities.

**G. Overall Evaluation Factors Regarding Applicant**

1. Describe the Applicant's experience within the last five (5) years managing relevant local, state, and/or federal contracts and include the contact information of the funder for the contract(s) identified, e.g., Funder Contract Manager's name, title, and phone number.
  - a. The Applicant must describe any relevant City of Austin Health and Human Services Department funding received within the last five (5) years.

*Attach all monitoring reports received within the previous 24 months of administering the relevant City of Austin Health and Human Services Department, other local, state, and/or federal contracts.*

2. Describe experience within the last five (5) years working with the target populations proposed in this Application.
3. Describe experience within the last five (5) years providing services identical and/or similar to those proposed in this application.

**H. Data Management and Program Evaluation**

1. Describe past successes and challenges with data management and reporting, including past experience utilizing an electronic data system.
2. Describe how data are used for identifying problems in strategies, service delivery and expenditures, steps to determine corrective actions, and how the Applicant will ensure corrective actions will be effective.
3. If applicable, describe the process used to collect data from collaborations/cooperatives in a timely manner.
4. *For Applicants proposing homelessness prevention and/or homeless intervention services:*

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Applicant will be required to utilize the Local Homeless Management Information System (HMIS) to track and report client information for individuals who are at risk of homelessness or who are homeless. Please explain how your organization will comply with the requirements outlined in Section 0630 – Homeless Management Information System (HMIS) Reporting Requirements.

**I. Staffing Plan**

1. Describe the overall staffing plan to accomplish activities including project leadership and reporting responsibilities. Provide justification which indicates the staffing plan is appropriate for the proposed strategy/strategies.
2. Using Section 0645 – Program Staff Positions and Time, list the project staff by title and the percentage of each position's time to be spent on the program.
3. Attach resumes or position descriptions for key staff to perform the described services and/or activities.

**Part II – Cost Effectiveness**

**Total points: 20**

Applicants are required to submit a budget of at least \$50,000 per 12-month period (a minimum of \$150,000 for the initial 36-month period) and provide the following information to describe the budget necessary to accomplish the proposed strategy/strategies.

The application will be evaluated on how well it addresses all of the following:

**A. Budget**

1. A summary description of the budget justification for the program strategy/strategies is required.
  - a. Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information. All expenses should be identifiable, reasonable, and necessary.
  - b. All subcontractors in this application who will receive City funds must be included in the program budget and the Applicant shall provide separate details for each subcontractor in the Program Subcontractors form located in Section 0650 – Program Budget and Narrative, page 3.
2. Describe the Applicant's fundraising and administrative percentage, calculated from its most recent Form 990. To do so, add the amount in Part IX (Statement of Functional

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Expenses), Line 25, Column C (Management and General Expenses) to the amount in Line 25, Column D (Fundraising Expenses), and divide the sum by Part VIII (Statement of Revenue), Line 12, Column A (Total Revenue), and multiply the result by 100. No other methods may be used to calculate this percentage.

For organizations that filed the short form (IRS Form 990EZ), utilize the long form (IRS Form 990) at <http://www.irs.gov/pub/irs-pdf/f990.pdf> (and instructions <http://www.irs.gov/pub/irs-pdf/i990.pdf>) to determine your fundraising and administrative percentage calculation. Your organization is not required to complete and resubmit the entire long form to the IRS, but must determine the calculation from the long form (IRS Form 990) parts identified above.

**B. Cost per Client**

1. Describe the average cost per City client served. In the description, detail the calculation used to derive the average cost.
2. If applicable, describe the average cost per client served from all funding sources. In the description, detail the calculation used to derive the average cost.
3. Describe the average cost per client achieving each of the performance measures proposed. In the description, detail the calculation used to derive the average cost.
4. Provide justification which indicates the proposed cost is appropriate for the proposed strategy/strategies.
5. Describe the return on investment/social impact the proposed strategy/strategies will make.

**C. Program Funding Summary**

1. Using Section 0655 – Program Funding Summary, provide an overview of all funding sources the Applicant will use for the proposed project.

**Part III – Local Business Presence**

**Total points: 10**

Local Business Presence: The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the

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important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors.

1. Using Section 0605 – Local Business Presence Identification Form provide the information requested regarding the Applicant and Subcontractor(s), if applicable.

<b>Team's Local Business Presence</b>	<b>Points Awarded</b>
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

**Part IV – Bonus Evaluation Points**

**Total points: 25**

**A. Collaborations/Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies)**

**Maximum 10 points**

A maximum of 10 points will be awarded for Applicants who successfully propose a collaborative, as defined in this solicitation, and/or meets additional self-sufficiency goal(s) and/or Life Continuum category/categories. Applicants will be awarded up to the point values indicated below:

- **Collaboration:**
  - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **or**
  - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **and** successfully demonstrate how the application



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meets additional Self-Sufficiency Goal(s) **and/or** Life Continuum category/categories.

**OR**

- **Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies):**
  - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **or**
  - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **and** Life Continuum category/categories.

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to indicate the secondary self-sufficiency goal(s) and Life Continuum category/categories their application addresses.

1. If applicable, describe how the proposed collaborative will successfully work together to maximize service delivery to the target population(s).
2. If applicable, provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories.

*For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction, 1.1 & 1.2.*

**B. Leveraging**

**5 points**

For purposes of this solicitation, “leveraging” is specifically defined as follows.

- Leveraged funding is a situation where City funding for the proposed program is required by a third-party funder in order to retain the existing third-party program funding and/or obtain new third-party funding. Applicant must either:
  - currently receive third party funding that will no longer be received by the Applicant if it does not receive City funding for the program, or
  - Applicant has received a notice of funding award from a third-party funder that is contingent upon receiving City funding for the proposed program.In other words, leveraged funding is current and/or committed third-party funding that will be rescinded, reduced, or withdrawn if the Applicant does not receive an award for the proposed program through this City solicitation.
- Leveraged funding must be direct funding for the program proposed by the Applicant and not funding for Applicant’s other programs or solely for Applicant’s general operations.

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The following types of funding/donations ARE NOT considered “leveraging” under this solicitation and may not be included for consideration:

- Funding from non-City sources that does not specifically require City funding to be awarded to the Applicant for the proposed program.
- Funding and funding opportunities that are anticipated but for which the Applicant has not received a notice of funding/award.
- Any type of in-kind, non-cash revenue such as time, expertise, or commodities.
- Anticipated “Return on Investment” benefits for the Applicant or for the community as a whole.

For each leverage opportunity, provide the following information:

1. Identify the third party which requires that the Applicant receive City funding for the program in order to be awarded the third-party funds.
2. Provide the name of the grant, award, or program under which the third-party funds are/will be awarded to the Applicant, the term of the third-party funding, and the amount of third-party funding contingent upon receiving City funding under this solicitation.
3. Specify the date(s) during which the third party requires that the Applicant to receive City funding in order to be awarded the third-party funds.
4. Describe the quantified impact on the proposed program if the Applicant does not receive City funding under this solicitation.
5. Provide contract or other documentation that confirms the requirement of City funding in order to receive the third-party funding as an attachment to the application.

**C. Healthy Service Environment**

**Maximum 10 points**

A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Applicants will be awarded the point values indicated below for having implemented or agreeing to implement prior to 10/01/15 any or all of the four (4) Healthy Service Environment policies with a maximum award of 10 points for all four (4) policies described below.

- **Tobacco-free Campus (3 points)** - Applicant has established and is enforcing a tobacco-free worksite policy and has developed initiatives and programming that promotes tobacco-free living. A tobacco-free campus policy states:

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- Use of tobacco products of any kind are not permitted on any property owned, leased, or rented by the organization (indoors and outdoors). This also includes parking areas and company cars. The policy applies to all employees, subcontractors, temporary workers and visitors.
  - **Mother-Friendly Workplace (3 points)** - Applicant actively promotes and supports breastfeeding by employees and maintains a written worksite lactation support policy that is regularly communicated to employees. The policy includes:
    - employer provides work schedule flexibility, including scheduling breaks and work patterns to provide time for expression of milk;
    - the provision of accessible locations allowing privacy;
    - access nearby to a clean, safe water source and a sink for washing hands and rinsing out any needed breast-pumping equipment; and
    - access to hygienic storage alternatives in the workplace for the mother's breast milk (may include the allowance of personal coolers onsite).
  - **Employee Wellness Initiative (3 points)** - The Applicant has a comprehensive Employee Wellness Initiative in place that promotes nutrition, physical activity, tobacco-free living, and the mental health of employees. The initiative encompasses healthy changes to the physical worksite environment as well as formal, written health promotion policies, programs or benefits impacting all employees. The initiative is promoted through educational and issue awareness efforts by the Applicant, signage and a supportive company culture, championed by leadership.
  - **Violence Prevention Policy (1 point)** - The Applicant is committed to providing a safe environment for working and conducting business. The Applicant will not tolerate or ignore behaviors that are threatening or violent in nature. The Applicant has a procedure to provide guidance for identifying and reporting threats and workplace violence.
1. If applicable, describe how the Applicant has implemented one or more of the Healthy Service Environment policies outlined above. Include the approved and signed policy/policies as an attachment to the application.
  2. If applicable, describe how the Applicant plans to implement one or more of the Healthy Service Environment policies outlined above. Include the key personnel, by position name only, responsible for ensuring implementation. Also, describe any technical assistance which will be provided to assist the Applicant to implement the selected policy/policies.

Technical assistance is available from the City of Austin Health and Human Services Department Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760.

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**Additional Information:**

**Proposal Acceptance Period:** All applications shall be valid until award, negotiation, and execution of contracts as directed by Austin City Council.

**Proprietary Information:** All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

**Authorized Negotiator:** Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

**Exceptions:** Please be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the application.

**Application Preparation Costs:** All costs directly or indirectly related to preparation of a response to the RFA or any oral presentation required to supplement and/or clarify an application which may be required by the City shall be the sole responsibility of the Applicant.

**Section 0605: Local Business Presence Identification**

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

**OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.**

*NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.*

**\*USE ADDITIONAL PAGES AS NECESSARY\***

**OFFEROR:**

Name of Local Firm	Austin Child Guidance Center					
Physical Address	810 W. 45th, Austin, TX 78751					
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No



City of Austin  
Purchasing Office  
Local Business Presence Identification Form

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ACKNOWLEDGEMENT

THE STATE OF TEXAS

COUNTY OF TRAVIS

I certify that my responses and the information provided on Form 0605 are true and correct to the best of my personal knowledge and belief and that I have made no willful misrepresentations in this Section, nor have I withheld any relevant information in my statements and answers to questions. I am aware that any information given by me in this Section may be investigated and I hereby give my full permission for any such investigation and I fully acknowledge that any misrepresentations or omissions in my responses and information may cause my offer to be rejected.

OFFEROR'S FULL NAME AND ENTITY STATUS:

Austin Child Guidance Center, Russell A. Smith, LMSW

  
Signature, Authorized Representative of Offeror

Executive Director

Title

4/16/14

Date

END

## **Executive Summary – Underserved Families Mental Health Program**

The Austin Child Guidance Center's mission is to improve the mental health of children and their families through early intervention, diagnosis, and treatment to help them develop the emotional skills for meeting life's challenges. The agency provides quality behavioral health services to over 3,500 children and family members annually. For over 63 years, the Center has improved the mental health and quality of life of lower-income families, regardless of their ability to pay.

The agency requests a grant from the City of Austin for \$293,941, which will be directed toward the Center's Underserved Families Mental Health Program. Through this investment, the city will ensure that critical behavioral health services will be provided annually to 648 lower-income children and family members, who might otherwise go without care. The program's primary self-sufficiency goal is **Safety Net/Infrastructure Services** and its main life continuum category is **Adults and Families**. The Program connects to the main safety net goal and life continuum category as it increases the well-being and self-reliance of families through the provision of affordable individual and family counseling services, group therapy, as well as psychological assessments, psychiatric evaluations and no-cost parent education classes. Through the service delivery of culturally relevant and bilingual mental health services, all populations in our community will have access to quality prevention, intervention and treatment services that promotes and encourages the mental and emotional well-being of our community. A multidisciplinary team of licensed psychiatrists, psychologists, social workers, and counselors use evidenced-based strategies that are delivered at the agency's central location, 8 at-risk daycare centers, the juvenile detention center, schools in the Austin and Manor Independent School Districts and other community centers. The Program's far reaching impacts are felt

across the life continuum, as it addresses the three additional targeted population categories. It connects to **Early Childhood** by providing preventative behavioral health care, early diagnosis, social / emotional learning skills, and parent support at 8 high-risk daycare centers. It connects to **Youth** by addressing their mental and emotional health needs through affordable psychological assessments and counseling services at our Center, at three different at-risk middle schools, as well as working with teen parents at four high-school daycare centers and at People's Community Clinic. It connects to **People with Disabilities** through the provision of early diagnosis and treatment by licensed psychologists, psychiatrists and counselors.

One of the greatest needs the City of Austin faces is the availability of qualified, bilingual mental healthcare professionals for lower income families (families who are uninsured, underinsured or on Medicaid and CHIP). Through this program, children and families are provided with the infrastructure to succeed in life. It connects to the **Transition out of Poverty** goal, as it fosters self-reliance and academic achievement for children, youth and families struggling with mental illness and emotional concerns. It fosters **Problem Prevention** as it deters the growth of problem conditions that connect untreated mental health issues to low-academic performance, poverty, incarceration and homelessness. It provides **Universal Supports** and societal support through no-cost parent education classes and rehabilitative services to lower-income individuals. A 2013 client stated, "Thank you for providing the tools and resources and helping us to implement strategies that were possible and effective."

The Austin Child Guidance Center is in compliance with all applicable rules and regulations of Federal, State, and Local governing entities required and all terms of the Request for Application.

## **Part I – Program Overview and Strategy**

**A.1. Connection to Goals and Life Continuum Categories:** Austin Child Guidance Center's Underserved Families Mental Health Program provides critical behavioral health services annually to 648 lower-income children and family members, who might otherwise go without care. The program's primary self-sufficiency goal is *Safety Net/Infrastructure Services* and its main life continuum category is *Adults and Families*. For over 63 years, the Program has provided quality individual/family counseling services and mental health supports to lower-income children and families, regardless of their ability to pay. This Program helps families meet their essential needs and improve their quality of life by providing evidence-based behavioral health services, including individual, family and group counseling. The City of Austin has supported Austin Child Guidance Center (ACGC) for over 60 years, investing in ACGC's quality services to low-income Austin children and families.

The mission of the Austin Child Guidance Center is to improve the mental health of children and their families through early intervention, diagnosis, and treatment to help them develop the emotional skills for meeting life's challenges. Since 1951, the agency has ensured that children and families are provided with the basic necessity of behavioral health care. The Program increases clients' resiliency, well-being and self-sufficiency as services provide a safety-net for families who typically cannot access traditional therapy services. When vulnerable populations have access to behavioral health, the sustainability of the family system improves and the overall health of the city increases. When mental health prevention and intervention services occur in childhood, children have a greater opportunity to develop into socially responsible adults. Mental health is directly linked to an individual's overall health, academic performance, job performance and quality of life. Therapists work with lower-income children

and families experiencing the following issues: physical and sexual abuse, trauma, grief, neglect, depression, divorce, ADHD, adoption, parent/child relational problems, bullying, mood/anxiety disorders, substance abuse, juvenile delinquency, and learning/communication disorders. Without this program, many community members suffering from these conditions will either wait for care or will go without services altogether, which will have a profound impact on the self-sufficiency of local families and our community as a whole. Services are culturally relevant and provided in English and Spanish from a central location, and delivered to local school districts, the juvenile justice center, community health clinics, and 8 at-risk childcare centers.

When City of Austin children/families experience mental/emotional problems associated with behavioral health difficulties, ACGC is there to ease these problems. For over six decades, the Center has helped to improve and maintain the quality of life of lower-income families who have historically been marginalized. Through this Program, no child/family is turned away for inability to pay for services. The Program increases access to care through affordable individual and family counseling services, group therapy, as well as psychological assessments, psychiatric evaluations and no-cost parent education classes.

A multidisciplinary team of licensed psychiatrists, psychologists, social workers, and counselors help increase the self-sufficiency and the resiliency of lower-income families through: 1.) Supporting safe and healthy environments for children at home, school, and in our community; 2.) Assessing and treating children not in isolation, but as part of a family and community system; 3.) Helping break the cyclical nature of poverty, trauma and mental illness through prevention, intervention and treatment; and 4.) Providing preventative/intervention behavioral health services that support family's mental and emotional well-being.



**B. 1.Target Population:** The Program’s target population is lower-income families, which is the same population the agency has served for over 63 years. ACGC serves individuals with mild to more severe mental health issues. Last year the agency served 3,677 children and family members and over 85% of clients were living at or below 200% of the federal poverty level. The diversity of clients is reflected in demographic data. Fifty-six percent were Hispanic, twenty-five percent were Caucasian, sixteen percent were African American, and three percent other.

The high need for outpatient children and family mental health services, combined with lack of local/state funds, and the limited availability of mental health care providers willing to treat lower-income clients creates a local deficiency. Fortunately, ACGC has decades of success in treating this population through various initiatives with local and state partners. The following are examples of experience in treating lower-income families: For over 18 years the agency has provided mental health services for the Travis County Juvenile Justice Center. For over 10 years, the agency has provided no-cost mental health services to crime victims through Texas Attorney General’s Office and Texas Criminal Justice Division. For 16 years, ACGC has participated in the TANDEM collaboration, providing mental health services to pregnant and parenting teens. Since 2004 the agency has provided mental health services at 8 high risk daycare centers through the Infant and Early Childhood Project. Since 2006, with the support of St. David’s Foundation, ACGC’s psychological services unit has doubled output of psychological assessments.

The agency is responsible for many “Firsts” in local children and family mental health services; including bringing the first child psychiatrist to the area and establishing the first program to treat children of sexual abuse (3<sup>rd</sup> in the nation). Since 1951, ACGC has served over 130,000 clients.

**2. Data/Need:** Children deserve to have a childhood free from the burden of emotional health concerns. Nationally, it is estimated that up to 22% of youth under 18 are in need of mental health services. In Texas, a child has less of a chance of receiving needed mental health services than a child living in any other state. The Ready by 21 Coalition of Central Texas reported that from 2012 to 2013, “16% of Austin ISD high school students and 11% of middle school students continue to miss school because they feel too sad or depressed to attend.” Results from the Austin Independent School District Student Substance Use and Safety Surveys from 2011 show that 16% of middle and high school students report that their ability to cope with stress or negative emotions is “poor” or “very poor.”

The Indicator Improvement Project (2011) stated that 9 out of 10 students classified as having an emotional disturbance in a Texas public school were suspended or expelled on a discretionary basis. “School disciplinary referrals are the greatest predictor of future juvenile justice involvement in Texas. Not surprisingly, one-third of all youth referred to the Texas Youth Commission (now the Texas Juvenile Justice Department) have been diagnosed with mental illness, and 60% of those incarcerated at Commission facilities have been identified as needing mental health services.” In relation to the need for trauma services for families, in 2011 the Austin Police Department and the Travis County Sheriff’s Office reported a combined total of 9,741 family violence cases and 1,057 rape/sexual assault cases. Texas Department of Family and Protective Services reported that 64,366 children and teens were confirmed victims of child abuse and neglect in the State of Texas during FY 2012 and of those, there were 3,045 confirmed victims in Travis County. Travis County’s 2012 Community Impact Report on Behavioral Health stated, “Participants in the 2012 Austin Travis County Community Health Assessment (CHA) and the 2011-2012 Central Health Connection Leader Dialogue Series cited mental health

as a critical issue facing the community. Areas of specific concern identified included the lack of a true continuum of behavioral health care, the prevalence of co-occurring disorders- especially that of substance abuse- and the lack of culturally competent services. Many local service providers report that the need for services has grown far beyond the community's capacity to provide them. Funding has not kept pace with the rising cost to provide services or the growth in population."

"When children with untreated mental disorders become adults, they use more health care services and incur higher health care costs than other adults. Left untreated, childhood disorders are likely to persist and lead to a downward spiral of school failure, limited or non-existent employment opportunities and poverty in adulthood. No other illnesses harm so many children so seriously."<sup>1</sup> Moreover, one of the most significant national/local trends connects untreated childhood trauma issues to mental illness leading into adulthood. The Center is a recognized local leading provider in treating childhood trauma and crime victims. Children exposed to violence and who are victims of crime are at increased risk for low self-esteem, depression, eating difficulties, sleep disturbances, poor concentration, poor academic performance, substance abuse, poor coping skills, and violence. Youth witnessing violence are more likely to engage in negative risk-taking activities that include running away, abusing drugs and alcohol, prostitution, suicide, violence, dropping out of school, and sexual acts.<sup>2</sup> Detecting and treating a childhood and family trauma early on increases the child and family's ability to trust, lead normal lives, and manage symptoms associated with Post Traumatic Stress Disorder.

One particular trend in unmet needs for the population is the availability of bilingual mental health services offered in Spanish. Despite the fact that our community has become more

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<sup>1</sup> National Alliance on Mental Health (2013)

<sup>2</sup> Texas Department of Family and Protective Services, 2005 Child Abuse Prevention Kit

ethnically diverse as our population has increased, mental health care programs and professionals have failed to keep pace. To illustrate, “Hispanic children have higher rates of unmet need in the area of mental health services, is of particular concern since national estimates suggest that Hispanic adolescents have higher rates of suicidal thoughts, depression and anxiety, as well as higher drop-out rates than white adolescents.”<sup>3</sup> This problem will particularly affect Texas and Austin. By the year 2020, it is estimated that more than 50% of Texas children will be Hispanic.

Due to the Center’s large percentage of Hispanic families served (56% in FY 2013) all therapeutic services are offered in both English and Spanish. ACGC staff understands that communication gaps for bilingual families effect child-parent communication, influence attachment issues, as well as the role and image of the parent. Even though a child may be proficient in English, the parent may not be. For that reason, it is a Center priority to have sufficient, qualified bilingual therapists.

When children are supported and families are empowered to seek healthy, happy lives, it is the community that ultimately benefits. However, many families cannot afford mental health services. As a result, the agency offers a sliding fee scale rate for un-insured/underinsured clients, so that no one is turned away for service. Furthermore, long waiting lists for public/governmental mental health services often discourage parents from accessing care at the time when their family needs it the most. For that reason, the agency established its Friday Walk-In Clinic, which provides immediate counseling services for families, where no appointment is necessary. This has helped to dramatically decrease the agency’s waiting list.

However, the agency still has a waiting list for services. Currently, the agency’s waiting list for English speaking counseling services is 21 families. On average, the Center’s waiting list for Spanish speaking counseling services is 29 families. The agency’s waiting list for English

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<sup>3</sup> National Survey of American Families: 2012

speaking psychological assessments can range from 5 to 12 weeks, and for Spanish Speaking families it can range from 3-6 months.

**3. Clients with a criminal history:** Since 1996, the Program has provided mental health services to juveniles with a criminal history and their families through Travis County Juvenile Justice Center's Probation Division. This is a comprehensive treatment program for juveniles with substance abuse, mental health issues, and juvenile delinquency behaviors. The Center also contracts with the Travis County Juvenile Justice Center's Leadership Academy to provide multi-family therapeutic groups to parents and services to youth. ACGC therapists provide mental health screenings, individual, family and group therapy. Last year, through these services, the program provided mental health services to 514 youth and 12 family members.

**4. Client Eligibility Requirements:** ACGC currently documents proof of identity, family size, residency, and income for clients seen under City of Austin funding. This proof is typically provided through client's driver's license to establish identity and residency. After proof of residency is established, ACGC verifies that the residence is located within the City of Austin for clients covered by City funding. Income is established by showing wages, pay stubs, or other methods of income. Clients served through City funding are at or below 200% of the federal poverty level. Individuals who are not paid with regular pay stubs or who do not possess documentation for proof of identity can complete a Self-Declaration form. Clients who indicate that they are homeless do not need to bring proof of income or residency but are required to complete a Homeless Eligibility form during the intake appointment. The family may need to bring written proof such as a shelter record, written observation by an intake staff worker, or certification that the individual is seeking assistance for homelessness. ACGC Intake staff verifies all documents of proof of identity, residency and income, and includes this



documentation in the client's file. ACGC recertifies clients within 45 days of being notified of a change in family circumstances.

**5. (CLAS) Standards in Health and Health Care:** The Center meets the 4 National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care. Through the agency's newest addition of the Latino Children's Mental Health Project, the Center has expanded its bilingual Spanish speaking services. It's through this project's efforts and the recent steps taken to become a Trauma-Informed Agency that the Center has trained governance, leadership, and workforce in culturally/linguistically appropriate policies and practices. ACGC offers language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost. The agency's bilingual Intake Specialist informs all individuals of the availability of language assistance services in their preferred language (verbally and in writing). The Center always employs proficient language speakers/interpreters to clients, and never uses untrained individuals and/or minors as interpreters. The Center predominantly serves clients needing services offered in Spanish. Even if a child is proficient in English, and the parents are not, a bilingual therapist must be assigned to ensure the highest quality of care. The agency's therapists are culturally competent and take into account cultural distinctions between Latin American countries/regions, recognizing that beliefs/customs vary.

**C. Program Strategies-1.** The Program is provided to lower-income children and families by a multidisciplinary team of social workers, counselors, psychologists, psychiatrists and nurse practitioners. The scope of services is guided by the idea that strengthened and empowered families bring up healthy children. Individual and family therapy is the cornerstone of ACGC services. It focuses on the child's needs and what is developmentally appropriate. The child is

treated within the context of the family, and incorporates parents and family members in the plan for treatment. This ultimately gives the child the greatest amount of support. When extensive family involvement is appropriate, family therapy gives everyone in the child's system a chance to heal, grow, and learn effective ways of interacting that fosters the best environment for the child.

Group therapy is an option for children who need assistance in developing skills for positive peer relationships. Working in groups gives children opportunities to practice managing conflict, negotiating social situations, and reaching consensus. It provides a forum for communication of feelings through appropriate expressions amongst peers. The Center also offers ADHD Parenting groups, which is based off Russell Barkley's evidenced based treatment. The ADHD Parenting group is offered in English and Spanish and at no-cost to participants.

Psychological assessments are also provided for children who are exhibiting complex symptoms. Psychologists use in-depth, empirically based assessments to identify specific problems, provide diagnosis and recommend the best intervention methods for treatment. The psychologist then provides feedback that answers parents' questions, enhances the parents' understanding of their child, and gives them a "road map" for going forward. Psychiatric evaluations are also accessible for children who are engaged in therapy at ACGC. In the community, psychological and psychiatric services are rarely available to low-income families.

The agency's Friday Walk-In Clinic from 2:00pm-4:00pm provides immediate help for children and their families and no appointment is required. This service fulfills an important gap in services for our community. It is often the case that a child needs immediate attention, but parents cannot acquire an appointment for several weeks. Walk-In Clinic services are proactive

and preventative, serving local children and families immediately, before issues and problems escalate or become buried.

One main strategy of the Program is to not turn any family away for inability to pay for services. The Program's Sliding Fee Scale (SFS) services provide financial assistance to lower income un-insured/under-insured families. The Program assesses the client's capacity to pay for services and provides a payment rate/option that comparable to a family's income.

In addition to these core services offered on a sliding fee scale, ACGC provides no cost parent education classes on various topics. The Program also provides direct services to children and families throughout the community through various projects with community partners. The Program collects and tracks client information, individual/family client's plan of care goals and quarterly satisfaction surveys to ensure accurate, ongoing measurement and evaluation of services.

**2. Evidenced Based Strategies:** The Program uses evidenced-based mental health care strategies with individual, family and group counseling services and psychological assessments. The rationale behind program design is connected to community need, evidence based practices and local/regional/national statistical data. In providing counseling services to children, the agency uses Parent-Child Interaction Therapy (for children six and under) as well as Cognitive Behavioral Therapy and Trauma-Focused Cognitive Behavioral Therapy. These are evidenced-based practices that integrate trauma-sensitive interventions, cognitive-behavioral principles, as well as aspects of attachment, developmental neurobiology, empowerment, and humanistic theoretical models to optimally address the needs of children and families. Following the recommendations of trauma informed systems of care, ACGC redesigned its intake systems to include trauma screening, and trained staff in the most current evidenced-based treatments on

trauma. ACGC developed a new Client Satisfaction Survey to measure trauma informed indicators such as feelings of safety at the Center, transparency, and collaboration in treatment.

In-depth psychological assessments provide direction and insight on treatment for families and therapists. Evidence-based practices for psychological assessments refer to choosing assessment measures with strong empirical support in terms of diagnostic validity and treatment utility. The agency uses evidenced based practices for the assessment of childhood disorders such as ADHD, autism, trauma and learning disabilities. Evidenced based measures include the Wechsler Intelligence Scale for Children, 4th Edition; Behavior Assessment System for Children, 2nd Edition (BASC-2); the Autism Diagnostic Observation System, 2nd Edition (ADOS-2); and the Differential Abilities Scale, 2nd Edition (DAS-2).

The design of the Program meets the needs of the targeted population as clients make progress on their treatment plan goals (92% in FY2013). Quarterly satisfaction surveys convey that clients are satisfied with the services received (99% satisfied in FY2013). Service delivery supports safe and healthy environments for children and families at home, school, and in our community. It treats children and families not in isolation, but as a cohesive unit and community system. It addresses trauma and mental illness through prevention, intervention and mental health treatment. It provides behavioral health services that support a family's mental and emotional well-being, regardless of their ability to pay.

**3. Strategies alignment with goals:** The Program is aligned with Safety Net/ Infrastructure Services goal, as it ensures that lower-income children and families receive needed quality mental health services. The Program connects individuals to self-sufficiency across the Life Continuum, including: **Early Childhood, Youth, Adults and Families, and People with**

**Disabilities** or mental illness. It connects these populations with the **Transition Out of Poverty Goal**, as studies show that poverty is deeply connected to mental illness and mental health concerns. It provides mental health services to children at at-risk daycare centers, as well as 3 local high needs middle schools, the juvenile detention center and through a project with pregnant teens. The Program fosters appropriate developmental milestone achievements by encouraging positive social/emotional learning, healthy communication skills, as well as the provision of psychological assessments for early detection of learning disorders, developmental delays, Autism, AD/HD, and trauma/crime victims. The Program helps at-risk populations by providing guidance in learning coping and communication skills. The Program improves the quality of life across the life spectrum, and encourages self-reliance for disadvantaged persons.

The Program is also connected to the Goal of **Problem Prevention**, as it deters the growth of mental illness, distrust, anxiety, and stress for lower-income children and families. This preventative behavioral health model provides early diagnosis of mental health concerns, as well as intervention counseling services for so many children who might otherwise engage in risky behaviors and crime had they not received behavioral health services through the program. Services offered through the program's Middle School Matters project and juvenile detention center assists youth who will be our future adults, many of which could continue a life of crime or end up homeless if they do not receive affordable mental health care. The Program respects diversity and demonstrates empathy and pro-social behaviors through offering culturally competent and bilingual services to early childhood, youth, families, and people with disabilities.

The Program is also connected to the **Universal Support Services Goal** as it provides comprehensive child and family counseling services to lower-income families. Working within the context of the family dynamic assists families living in poverty with multiple risk factors



(teen parents, transportation issues, trauma, neglect, single parents, etc.). It assists families in securing positive attachments early on, as well as providing stimulating learning environments for children prior to entry of school. It promotes academic success for youths, discourages risky behaviors for those with mental illness and builds emotional resiliency for all target population groups. It provides short and long term behavioral health services after a crisis to those with limited resources. Ultimately it promotes the mental health and overall health of Austin/Travis County residents.

**4. Imagine Austin:** The Program's core objectives are aligned to the Imagine Austin Comprehensive Plan Vision Statement in all four core mission statements. Without affordable mental health services, Austin will not serve as "a beacon of sustainability, social equity and economic opportunity." Without the program, there would be a significant decrease in local bilingual behavioral health. It truly makes Austin "livable" (mission statement 1) as all residents, not just the wealthy ones, have access to quality mental health care. This Program makes Austin "educated" (mission statement 2), as it provides direct services at early childcare centers, as well as local middle schools and high schools. Studies show a child's emotional health is connected to academic achievement. If a child is suffering from a mental health concern or has an undiagnosed learning disorder, he or she will not do well in school. The Program also connects to the plan's mission statement 3, as it helps Austin "prosper" through improving the overall quality of health and mental and emotional outlook of underserved families. When vulnerable populations have access to behavioral health care, the sustainability and overall health of the city increases. Untreated childhood mental illness is connected to crime, joblessness and homelessness as they age into adults. Lastly, the Program connects to mission statement 4 as our diverse population has access to affordable mental health care in their

own language. An investment in this program shows that “Austin Values and Respects its People” as we remain compassionate to people’s personal struggles, losses and emotional needs. Communities have a better opportunity to stay safe when the mental health care needs of its population are taken care of, regardless if he or she has adequate means to pay for services.

**5. Barriers/Challenges to population:** Waiting lists for affordable behavioral health services (counseling and psychological assessments) are barriers to the target population in accessing services. There is also typically a longer waiting list for Spanish speaking families. The agency mitigates this problem through the availability of Sliding Fee Scale services, as well as the Program’s Walk-In Clinic services on Friday from 2pm-4pm. Through this avenue, clients who are on the waiting list can receive immediate attention during walk-in hours.

**6. Strategies and Cooperatives for multiple Life Continuum categories:** The proposed strategies for the Program reach individuals in multiple Life Continuum categories, with the main category of **Adults and Families**. The Program also connects to the **Early Childhood** (ages 0-5) category through the Infant and Early Childhood Mental Health Project. This project provides direct service and consultation to Trinity Child Development Center, Mt. Sinai Christian Academy, Little Folks Bilingual Child Development Center, Eastside High School Child Development Center, Travis High School Child Development Center, Crockett High School Child Development Center, and Reagan High School Child Development Center. The project facilitates early identification of mental health concerns in infants and young children through screenings, assessments, interventions and direct mental health services. It fosters positive social and emotional learning to underserved children through directly working with children, parents, and childcare staff. Caregivers receive supports, training and resources to become active participants in their child’s developmental progress. This project is a cooperative

with United Way of Greater Austin, YWCA, Together for Children (previously called Raising Austin), and Strong Start, and Relief Nursery of Central Texas.

The Program connects to the Life Continuum Categories of **Youth**, as it focuses on the emotional health needs of youth between the ages of 6-18. The Program provides counseling services at Mendez, Decker and Webb Middle Schools through the United Way funded Middle School Matters project. The Program improves healthy development by providing at-risk youth involved in the juvenile court system with quality mental health services. The agency partners with Juvenile Probation Services Division, the Intermediate Sanction Center, and the Day Enrichment Program through this project. The Program also provides direct services to the Youth population through the TANDEM project, which is partnership with People's Community Clinic, Any Baby Can, and LifeWorks to promote optimal levels of health, education and mental health for teen parents.

The Program also connects to the category of **persons with disabilities** as it assists in the early identification and treatment of children with mental illness in the aforementioned cooperatives so they can remain in community based settings. It also provides mental health supports for family and caregivers of children with disabilities.

**7. Barriers and challenges in program implementation:** The need for affordable mental health services is increasing. As time goes on, more individuals learn about the center's services that are offered on a sliding-fee scale. To not turn any family away for services, the agency requires an increase in funding support. However, the agency's funding streams are diverse, and the center has historically increased funding to meet the need.

**8. Subcontractor partnerships:** The only subcontractor partnership funded under this

application is with the agency's contract psychiatrist, who provides psychiatric evaluations and consultations for children and families needing more in-depth psychiatric services.

**9. Project Activities:** Intake and Referral: ACGC handles over 2,500 intake calls a year and refers those not appropriate for ACGC services to other community resources. Assessment and Evaluation: In-depth psychosocial histories, mental status exams, group screenings, psychological assessments and psychiatric evaluations provide an accurate diagnosis of a child's problem and make additional treatment recommendations, when indicated. Treatment: Individual, family, and group therapy. Children are treated as part of the family system and in relationship to the community. Parent Support/Training: Various parent education workshops and psycho-educational services are offered to help parents learn more effective communication, stress coping skills, and parenting techniques. Sliding Fee Scale Services: All lower income clients needing financial assistance for treatment receive services that are affordable to them.

**10. Homelessness prevention and/or homeless intervention services:** N/A

#### **D. Performance Measures – Impact on the Goals**

**1. How program calculates outputs and outcomes:** Client services are recorded on a Direct Service Report (DSR) and include the client name, case number, service date, service type, time, provider name and pay source. The information is entered into a client database in Filemaker Pro, which also contains the client's name, ID #, demographics, and family information. Client files contain progress notes, intake information, releases, permission for treatment, specialized reports/assessments, evaluations, on-going goals, action steps, and rating scales. These records are held in locked files in a secure office area and computerized files. Client progress is collected, measured, and reported. Treatment goals/action steps are reviewed, rated, and

evaluated weekly by the family and therapist. In addition to the goals, information is taken at a client's first session, which assesses behavior change needs perceived by the family and therapist, and is noted at various benchmarks during treatment. Progress goals are measured by the following: 1) too few sessions or no goals established 2) no progress on goals 3) made progress on some goals 4) made progress on all goals. The closing summary reports accomplishment of goals and client changes. All outcomes are summarized and reported on a case closing document. A variety of reports are generated weekly, monthly, and quarterly on outputs and outcomes. When families complete treatment, closing reports provide the client progress measurements. This data is summarized quarterly for improvement rates. For onsite group services, activity data sheets are summarized on each participating child in order to report progress. For ADHD parenting classes, increased skills/knowledge is part of the parenting index/scales, which are used to demonstrate changes in stress and behavior. ACGC has implemented a quarterly satisfaction survey process. During one week each quarter, all clients are asked to complete a satisfaction survey (English or Spanish) that addresses satisfaction levels. Results from these surveys are compiled and reported to internal and external stakeholders, and are tracked over time to see trends.

**Specific Program Output and Outcome Measures:** See Section 0640-Attached

**E. Service Coordination 1. Services with other agencies relevant to strategies:** ACGC is dedicated to working with the Austin/Travis County continuum of mental health service providers to minimize duplication of efforts and increase efficiencies through cross-agency service referrals. ACGC currently coordinates services off-site within the community to ensure that lower-income families have access to affordable/no cost behavioral health care. The agency assists the Juvenile Probation Offices by providing mental health services at the Intermediate



Sanction Center. The agency coordinates with LifeWorks, Any Baby Can, and People's Community Clinic and Austin Independent School District to serve pregnant and parenting teens. The Infant and Early Childhood Project coordinates with United Way, Raising Austin and YWCA to deliver social/emotional learning skills to 8 at-risk childcare centers. As a result of coordination, families access quality care that integrates mental health, education, service coordination and outreach services.

**2. Coordination/referrals with others:** Currently, the agency receives referrals from the Domestic Relations Office, the Austin Police Department Victim Services, Center for Child Protective Services, Austin Independent School District, Juvenile Court and community partnerships with: SafePlace, People's Community Clinic, LifeWorks, Center for Child Protection, Easter Seals Central Texas, Shoal Creek, Manos de Cristo, Austin Children Shelter and Helping Hand Home. The ACGC's Intake Specialist refers clients out to various agencies that provide healthcare, education, and basic needs services. These same agencies also refer clients to ACGC that require outpatient behavioral healthcare. The agency has a long history of referrals/coordination with the aforementioned providers.

**3. If applicable, attach any program Memoranda of Understanding (MOU) and explain how this arrangement improves service delivery to clients.** N/A

**4. How clients are connected to mainstream resources/public benefits:** The agency's intake specialist, Licensed Clinical Social Workers, Psychologists, and Licensed Professional Counselors are all knowledgeable of mainstream resources/public city funded benefits. Staff provides contact information/background information about nutrition, temporary basic needs and medical assistance to lower-income families to maximize their self-sufficiency and overall health.

**5. Additional services to target population not included in this application:** ACGC maintains an ongoing relationship with Community Partners for Children (CPC), which is comprised of many local service providers such as school systems and other social service systems to come together for clients who are in need of multiple services. One CPC meeting is held at ACGC each month, and ACGC's clinical staff is available for consultation and/or children's mental health services needed by the families.

**6. Proposing homelessness prevention and/or homeless intervention services.** N/A

**F. Community Planning Activities: 1. Involvement in community planning activities:**

ACGC is a community leader in children's mental health. In 2013, the agency developed the Trauma Informed Care Consortium of Central Texas (TICC). The TICC convenes over 35 child-serving agencies who work with children and families who have experienced trauma, to share resources and best practices, and provide training. ACGC has developed a website, and has provided presentations and trainings to local and regional agencies, coalitions, and planning groups on trauma-informed care. ACGC is a member of the Children and Youth Mental Health Planning Partnership (CYMHPP), and ACGC's Director of Program Services serves as co-chair. In addition, ACGC is an active participant and hosts a monthly meeting of the Community Partners for Children at the agency's center.

**2. Applicant's involvement in any other relevant community planning activities:** ACGC is active in many other community planning organizations and activities, including: the Texas Association of Infant Mental Health; United Way Success By Six; One Voice Central Texas; and the Travis County Model Court. ACGC's Executive Director and Director of Program Services were involved in the Community Health Assessment / Plan process (CHA/CHIP), and Senator

Kirk Watson's "10 In 10" initiative. Our Director of Psychological Services has served on Austin ISD's School Health Advisory Council.

**G. Evaluation Factors: 1. Experience managing local, state, and/or federal contracts:**

ACGC has been a contractor with the City of Austin since 1952. The City has funded agency services to provide mental healthcare for lower-income children and families. The Center has managed contracts with Travis County since 1976, and has had long-term funding from Travis County Juvenile Probation Department, the State of Texas Office of the Attorney General, and other local, state, and federal entities. The Center recently received new funding from the Criminal Justice Division of the Office of the Governor. Contacts: 1) City of Austin – Willie Williams, Liaison/ Contract Manager, 512-972-5018; 2) Travis County – LaDonna Brazell, Contract Compliance Specialist, 512-854-7875; 3) Office of the Attorney General - Margie Fernandez-Prew, Grants Supervisor, 512-936-1661; 4) Criminal Justice Division – David Villafranca, Grant Manager, 512-463-2000; 5) Travis County Juvenile Probation - Darryl Beatty, Juvenile Probation Deputy Chief, 512-854-7000

**2. & 3. Experience with target populations and services identical and/or similar to those proposed in this application. (Answering questions 2 and 3 together)** Since 1996, ACGC has been a part of the Travis County Juvenile Justice Center's Probation Division to help provide behavioral health services for juveniles with substance abuse, mental health issues, and juvenile delinquency. For over 10 years, the Texas Attorney General's Office has funded the Crime Victims Recovery Project to serve children and family members who are victims or witness of a crime. For over 3 years, the agency has offered on-site services within 3 local high-risk middle schools through the United Way funded "Middle School Matters" project. For 16 years, ACGC

has participated in the TANDEM collaboration with People's Community Clinic, Any Baby Can, and LifeWorks to promote physical/mental health among pregnant and parenting adolescents. Since 2004, the Infant and Early Childhood Mental Health Project, funded by United Way Capital Area, and Episcopal Health Charities, has provided mental health consultation onsite at 8 local high-needs childcare centers. ACGC's "Kids in the Middle" project has worked for many years in partnership with Travis County Crime Victims Fund to serve children and families involved in high conflict divorce cases.

#### **H. Data Management and Program Evaluation: 1. Past successes/challenges with data:**

ACGC tracks a wide array of demographic and geographic information for use in reporting and planning. The agency has decades of experience tracking and reporting data to local, state, and federal funders. ACGC tracks both outputs and outcomes, through an electronic data system. The Center has successfully tracked services and reported outputs and outcomes to local, state, and federal funders; foundations and corporate investors; and other external constituencies.

**2. How data is used:** In ACGC's Strategic Plan for 2013-2015, the agency has set an overarching goal to "develop and nurture a culture of data-driven planning, decision-making and analysis." Data is collected, compiled, analyzed and reported to assess the efficacy of interventions and efficiency of expenditures. Staff and board review reports to measure success; identify issues and opportunities; and document trends. ACGC has been voluntarily accredited by the Joint Commission since 1986. This voluntary accreditation process is rigorous, and includes annual self-assessments and on-site visits every three years. ACGC tracks output/outcome data across agency functions to improve systems, procedures, and policies. In addition, key performance indicators are established for Board reporting. These indicators

reflect agency performance measures, such as status of finances, progress of client treatment goals, average hours of service delivery, intake information, number of clients on waiting list, service effectiveness, and clients' measure of satisfaction of services received.

**3. Data collection from cooperatives in a timely manner:** Data is collected on an on-going basis and a timely matter from all off-site cooperative projects. Agency staff is responsible for collecting all information and data of mental health consultation and services provided. The information is documented on Direct Service Reports (DSRs) and timesheets. Data is entered into an electronic client database by a data entry specialist. Monthly reports are generated and analyzed by staff to monitor performance outcome achievements. Quarterly and/or annual data is reported to donors and stakeholders as required.

**4. Homelessness prevention and/or homeless intervention services:** N/A

**I. Staffing Plan: 1.** Since the City of Austin funding will support 18% of the agency's clients each year (648 clients out of 3,600 total on-site/off-site projects), the staffing plan includes 18% of the salaries / benefits of all direct, supervisory and support staff who are included in the program. City funding will support the delivery of therapy, intake, data management and reporting. Staff included in the staffing plan is calculated at 0.18 FTE, except for one bi-lingual psychologist at 0.50 FTE to increase capacity for bi-lingual psychological assessments. Direct service staff includes 14 therapists. Clinical supervisory staff includes 2 Project Coordinators, Director of Program Services, and Director of Psychological Services. Other supervisory support includes Executive Director and Director of Finance and Operations. Support staff includes data entry, administrative, financial, intake, and insurance support.

**2. & 3.** See Attachments: Section 0645 and resumes/position descriptions



## **Part II – Cost Effectiveness**

**A. Budget 1. Summary description of budget justification:** The budget for this proposal is included in Section 0650, and totals \$293,941. This includes personnel costs of \$249,036 for 5.18 FTE's. ACGC's work is done through professional therapists working with families, supported by other clinical staff and administrative support (insurance, intake, data management, and finance). The remaining expenses of \$44,905 are for general operating expenses and contractual services directly attributable to this project.

**A. and B.** See Attachment: Section 0650

**2. Fundraising and administrative percentage:** ACGC's administrative, fundraising and program percentages, calculated from the most recent 990 are: Management & General (12.0%); Fundraising (7.5%); Program (80.5%)

**B. Cost per Client. 1. Average cost per City client served:** The average cost per unduplicated client is \$453.61. This is down 3% from the average cost per client in our current contract with the City of Austin (\$467.06 in FY14). The cost per client is derived by dividing total project costs (\$293,941) by the total unduplicated clients served in this project (648).

**2. Average cost per client served (all funding sources):** The average cost per client from all funding sources is \$561.31. These numbers are slightly higher than the cost per client for City funding because they include additional indirect costs (including fundraising) that are not included in the City proposal budget. This cost per client was calculated by dividing the 12-month budget (\$2,020,728) by the total number of unduplicated clients in a year (3,600).

**3. Average cost per client achieving each of the performance measures proposed:** The cost

per client to achieve Output #1 is \$453.61, as noted in question B.1. above. This is also the average cost per client in Output #2 (unduplicated clients served for 36 months). Output #3 (clients provided professional counseling and group services) is a subset of Output #1, and the average cost per client is the same (\$453.61). This output reflects counseling services provided primarily on-site at ACGC, with the 212 client difference between Output #1 (648) and Output #3 (432) reflecting off-site projects and activities. For Output #4, ACGC utilized an average factor of 5.1 hours of service per client (factoring in clients with both shorter and longer treatment durations). Using this multiplier, the cost per client hour is \$88.27. On the required and proposed outcomes, an estimated 25% of clients will be seen for too few sessions to set/meet treatment plan goals, so ACGC estimates 486 clients will be evaluated, with 85% (413) making progress on treatment plan goals. Estimated cost per Outcome #1 is \$604.82 (total project cost divided by number of clients making progress on goals). Outcomes #2 and #3 are drawn from a subset of Outcome #1. Outcome #2 measures clients who participate in group therapy and Outcome #3 measures clients who elect to fill out quarterly and closing satisfaction surveys. Since these are not unduplicated measures, ACGC estimates that the \$604.82 estimated above is the cost of all three Outcome measures.

**4. Justification of cost for the proposed strategy/strategies:** Clients receive evidence-based, high quality individual, family and group therapy at a proposed cost of \$453.61 (for an average of 5.1 hours of service). This cost is well below the average market rate for therapy services, and includes ACGC's unique value: interdisciplinary team; family systems approach; evidence-based treatment; parent education and workshops; psychological/psychiatric care. ACGC's services make long-term positive improvements for clients, at a proposed cost of \$604.82 per client. City of Austin funding will support 648 children and family members per year.

**5. Return on investment/social impact:** When investments are made in behavioral health for underserved children and families, the community ultimately benefits. When mental health prevention and intervention services occur in childhood, children have a greater opportunity to develop into socially responsible adults. Promoting positive parent-child relationships and attachments, as well as healthy social and emotional development increases a child and family's well-being, which has far reaching positive social impacts on the Austin community. When children and families are helped early, the need for future, more costly interventions decreases (mental illness, homelessness, poverty, crime).

**C. Program Funding Summary-1.** See Section 0655-attached

**Part III – Local Business Presence** Austin Child Guidance Center has a “Local Business Presence” of 100%. Our only location is centrally located in Austin. See Section 0605 –attached

**Additional Information (Authorized Negotiator for ACGC):**

Russell A. Smith, LMSW

Executive Director

810 W. 45<sup>th</sup>

Austin, Texas 78751

(512) 451-2242, extension 129

## **Part IV – Bonus Evaluation Points**

**A. Additional Self-Sufficiency Goals** 1. ACGC's Underserved Families Mental Health Program provides self-sufficiency across the life continuum through the delivery of quality behavioral health services to populations that are often marginalized and denied access to mental health care. Beyond the main self-sufficiency goal of safety net/infrastructure services, the program also meets three additional self-sufficiency goals. **Transition out of poverty goal** is intrinsically connected to preventative mental health services provided to lower-income families. Without access to adequate behavioral healthcare through counseling and psychological assessment, mental illness is not diagnosed and treated. Mental illness is connected to the cyclical nature of poverty for families. Early intervention-mental health services supports healthy development, education, and life success for disadvantaged persons. Through this program underserved residents become more self-reliant as they acquire resiliency and tools to manage their own mental well-being. **Problem prevention** is an essential component of the program's ability to intervene and deter the growth of problem conditions through the delivery of mental health services to underserved populations. Children with untreated trauma issues and mental illness are more likely to engage in crime and risky behaviors. This preventative program provides positive individual and community impacts as it works with children and families involved in the juvenile justice system, crime victims, teen parents, and families with multiple risk factors (poverty, lack of education, language and transportation barriers, single parents and history of incarceration). **Universal support service** is a system's model approach that provides rehabilitative services and societal support across the spectrum of life. Achievement of outcome goals improves the mental and emotional health of lower-income families. Through bilingual counseling services and parent education classes offered on-site, in childcare centers, schools, and juvenile detention center, the Program offers an effective response to new and recurring

community problems. Problems associated with untreated mental health concerns perpetuate poor academic performance, unemployment, homelessness and crime. The program addresses these systemic issues through improving internal family dynamics and the family's ability to heal and grow through difficult times.

**Additional Life Continuum Categories:** Beyond the main life continuum category of adults and families, the Underserved Families Mental Health Program assists three additional categories. **1. Early Childhood:** The Program's Infant and Early Childhood Project facilitates early identification of mental health concerns in infants and young children through screenings, assessments, interventions and counseling services. It fosters positive social and emotional learning to underserved children (0-5) by working with children, parents, and childcare staff at 8 high risk daycare centers. Caregivers receive supports, training and resources to become active participants in their child's developmental progress. Parents/families receive access to no-cost parent workshops, one-on-one consultation and group work from trained professionals using evidenced based practices. Mental health care providers assist the centers in improving childcare and helping children reach appropriate developmental levels. ACGC prepares infants and young children for school and for future success through these efforts.

**2. Youth:** The Program focuses on the behavioral health needs of youth and adolescents through individual and family therapy. Its United Way funded Middle School Matters project, as well as on-site mental health services to youth involved with Juvenile Justice Center, and pregnant teens at People's Community Clinic encourage mental and emotional well-being. Treatment services at the Travis County Juvenile Justice Center serve youth with dual diagnosis of substance abuse and mental health concerns. These services are designed to promote emotional resiliency, productivity, and help youth avoid involvement with criminal behavior as they become adults.

Through the “Kids In the Middle” project, the agency coordinates with Travis County Domestic Relations Office to provide mental health services to children involved in high-conflict divorce.

**3. People with Disabilities:** The Program addresses the needs of this population through early diagnosis and treatment. Affordable psychological assessments and psychiatric evaluations are extremely difficult to obtain in the City of Austin. Children with developmental delays, Autism, ADHD and other behavioral disorders categorized as a mental illness or disabilities need to access treatment early on in order to ensure they have a greater opportunity to be high functioning individuals living in community based settings. Services are designed to provide support and guidance to families and caregivers with those diagnosed with mental illness.

The Program addresses significant needs in our community and gaps in behavioral health services for lower-income children and families. It uses evidenced based strategies to foster self-sufficiency and community well-being. Through this program, some of our most vulnerable residents receive the supportive mental health care they deserve. The consequences of untreated mental illness can be devastating on the family unit and the community as whole. Children with mental illness have higher absentee rates at school, are retained more often, and are more than three times as likely to be arrested before graduating. Over half of all youth age 14 and older with a mental illness will drop out of high school. Considering the fact that half of all lifetime mental illnesses begin by age 14, early identification and treatment is paramount for improving the quality of life of the children in the greater Austin area.

**B. Leveraging:** ACGC leverages City of Austin support in work with the Attorney General’s Office, the Criminal Justice Division, and many private foundations, including St. David’s. City funding is utilized as matching, and is a critical pillar in demonstrating wide community support for the work of the Center. City funding enables ACGC to serve low-income clients affordably,



creating access to critically-needed mental health services to children and families who otherwise could not afford them.

**C. Healthy Service Environment:** ACGC has approved policies and procedures creating a Tobacco-Free Campus and a Mother-Friendly Workplace; as well as policies on Violence Prevention. The Center promotes Employee Wellness and is developing a comprehensive policy and accompanying procedures that will be in place by 10/1/15. **Tobacco Free Campus -** ACGC's tobacco free campus policy was implemented in January 2013 and it states that visitors, full and part-time employees, temporary employees, contract staff and interns may not use any tobacco product (cigarettes, cigars, chewing tobacco, etc.) on ACGC property, including buildings, parking lots, personal vehicles, and areas surrounding the building. Signs indicating that ACGC is a tobacco free campus are posted in the parking lot and around the building to notify employees and visitors of the policy. **Mother Friendly Workplace -** In accordance with federal/state law, ACGC implemented a mother friendly workplace policy. ACGC provides flexible schedules and allows sufficient break time for nursing mothers to express milk at work. ACGC provides a private space with a locked door for nursing mothers. There is an online room reservation system that allows nursing mothers to schedule time to use the room. ACGC has both a break room/restroom sinks with clean, safe, running water to wash hands and rinse breast pumps, as well as a refrigerator for storing breast milk. ACGC also allows nursing mothers to use personal coolers for breast milk storage. ACGC mother friendly workplace policy is included in the ACGC policy and procedure manual. All expecting mothers and those returning from maternity leave are provided this information about the milk expression room. ACGC has submitted its application to become a Mother-Friendly Worksite, as designated by the Texas Department of State Health Services (DSHS). Once designated as a Mother-Friendly Worksite,

a DSHS Public Health Educator has agreed to donate a hospital grade breast pump to ACGC.

**Employee Wellness Initiative** - ACGC is committed to promoting healthy lifestyles and wellness in its employees. As previously mentioned, ACGC promotes a healthy environment by being a tobacco free campus. As a Joint Commission accredited agency, ACGC is responsible for implementing an organization-wide infection prevention and control program, identifying and managing safety and security risks, and evaluating its physical space (quality of natural and artificial light, noise level) to maintain a supportive environment of care. ACGC encourages physical wellness by allowing employees to create ergonomic work stations and through events promoting physical activity hosted by ACGC's Social Support Committee (SSC). The SSC supports the mental health of its employees by planning employee volunteer opportunities, recognizing employee milestones, organizing groups to provide support to employees, and offering social events for team building/bonding. ACGC has a healing garden on site that can be used by both clients and employees for meditation and reflection.

**Violence Prevention Policy** - ACGC has zero tolerance for violence perpetrated by clients or staff. In order to protect and prepare its staff and clients, ACGC has developed and implemented a violence prevention policy to help employees identify, and safely interact with angry or violent individuals in a manner that is likely to de-escalate the situation. If the de-escalation techniques do not work, ACGC has a violent scenario policy to help staff understand, in the event of a violent situation, when to shelter in place and when to evacuate. All employees are required to review this policy as part of ACGC's voluntary accreditation through the Joint Commission.

**Section 0835: Non-Resident Bidder Provisions**

Company Name Austin Child Guidance Center

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Resident Bidder

- (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.  
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: \_\_\_\_\_ Which State: \_\_\_\_\_

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: \_\_\_\_\_

## Section 0615

### Connection to Self-Sufficiency Goals and Life Continuum Categories

Select the primary Self-Sufficiency Goal and Life Continuum Category that your Application narrative will describe. If applicable, select any secondary Self-Sufficiency Goals and Life Continuum Categories included in your Application narrative.

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction.

<p>Select <b>only one (1)</b> of the following as the primary Self Sufficiency Goal your Application will address:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Safety Net Infrastructure</li> <li><input type="checkbox"/> Transition Out of Poverty</li> <li><input type="checkbox"/> Problem Prevention</li> <li><input type="checkbox"/> Universal Support Services</li> <li><input type="checkbox"/> Enrichment</li> </ul>	<p>Select <b>only one (1)</b> of the following Life Continuum Categories your application will address based on the primary goal selected:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Early Childhood</li> <li><input type="checkbox"/> Youth</li> <li><input checked="" type="checkbox"/> Adults and Families</li> <li><input type="checkbox"/> Seniors &amp; Persons with Disabilities</li> </ul>
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If additional Self-Sufficiency Goals and Life Continuum Categories are addressed by this Application, please identify each goal in the table provided below:

<p>Self-Sufficiency Goals:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Safety Net Infrastructure</li> <li><input checked="" type="checkbox"/> Transition Out of Poverty</li> <li><input checked="" type="checkbox"/> Problem Prevention</li> <li><input checked="" type="checkbox"/> Universal Support Services</li> <li><input type="checkbox"/> Enrichment</li> </ul>	<p>Life Continuum Categories:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Early Childhood</li> <li><input checked="" type="checkbox"/> Youth</li> <li><input type="checkbox"/> Adults and Families</li> <li><input checked="" type="checkbox"/> Seniors &amp; Persons with Disabilities</li> </ul>
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## Section 0640

### Program Performance Measures and Goals

#### OUTPUT MEASURES

Provide proposed goal amounts for your program in the City of Austin column, the All Other Funding Sources column and the TOTAL (City + All Other) column.

<u>OUTPUT # 1 (Required)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City. + All Other) Annual Goal
Number of unduplicated clients served per 12-month contract period	648	2,952	3,600

<u>OUTPUT # 2 (Required)</u>	<u>City of Austin</u> Goal	<u>All Other</u> <u>Funding Sources</u> Goal	<u>TOTAL</u> (City + All Other) Goal
Number of unduplicated clients served during the initial 36-month contract period	1,198	9,102	11,100

<u>OUTPUT # 3 (Proposed)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
Number of clients provided professional counseling & specialized group services	432	1,968	2,400

<u>OUTPUT # 4 (Proposed)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City + All Other) Annual Goal
# of Hours of Service Delivered	3,330	15,170	18,500

#### OUTCOME (RESULTS) MEASURES

Replace the blue text in the left column of this section with the actual wording of your measures' numerators, denominators, and outcome rates (by %). Also in the right column's shaded blocks, include the corresponding goal amounts and percentages for each line.

Total Program Performance – OUTCOME # 1 (Required)	Total Program Annual Goal
Number of clients making progress on client developed treatment plan goals (numerator)	413
Number of clients evaluated for progress on client developed treatment plan goals	486
Percentage of clients making progress on client developed treatment plan goals	85%

Total Program Performance – OUTCOME # 2 (Proposed)	Total Program Annual Goal
Number of clients showing positive increases / changes (numerator)	170
Number of clients receiving specialized group services with achievable measures to show increased knowledge and/or improvement in skills or changes in stress / behavior (denominator)	200
Percentage of clients showing positive increases / changes (outcome rate)	85%

**Section 0640**  
**Program Performance Measures and Goals**

Total Program Performance – OUTCOME # 3 (Proposed)	Total Program Annual Goal
Number of clients expressing satisfaction with services provided on quarterly and/or closing client surveys (numerator)	190
Number of clients completing quarterly and/or closing client surveys (denominator)	200
Percentage of clients expressing satisfaction with services provided on quarterly and/or closing client surveys (outcome rate)	95%

*(For additional Output or Outcome measures, copy and paste the blocks above and re-number accordingly)*



**Section 0645**  
**Program Staff Positions and Time**

List this program's position titles only (do not include staff names) and provide the corresponding number of Full Time Equivalent (FTE) positions which are assigned to this specific program.

<b>List Program Staff by Title</b>	<b>Program Staff FTE's</b>
Project Coordinator, Center-Based Services	0.18
Coordinator, Infant and Early Childhood Mental Health Project	0.18
Data Specialist	0.18
Director of Finance & Operations	0.18
Director of Program Services	0.18
Director of Psychological Services	0.18
Executive Director	0.18
Financial Assistant	0.18
Office Manager / Senior Insurance Specialist	0.18
Insurance Specialist	0.18
Intake Specialist	0.18
Volunteer Coordinator	0.18
Psychologist – (Tandem project)	0.18
Psychologist – bi-lingual	0.50
Psychologist (Walk-In Clinic)	0.18
Receptionist	0.18
Therapist I (4 positions)	0.72
Therapist II (6 positions, 2 are bi-lingual)	1.08
Therapist III (1 position, bi-lingual)	0.18
<b>TOTAL FTEs =</b>	<b>5.18</b>

## Section 0650 Program Budget and Narrative

### *Program Budget*

Applicant must input all proposed budget line items per the applicable Life Continuum categories.

- **ALL LINE ITEM AMOUNTS MUST BE WHOLE DOLLARS ONLY.**
- The dollar amount requested in your Application's Program Budget and Narrative must reflect a twelve (12) month amount of funding.
- The dollar amount requested in your Application's Program Budget and Narrative must be budgeted under one or more of the Life Continuum categories (Early Childhood, Youth, Adults & Families, Seniors & Persons with Disabilities).
- The Personnel line item includes Salaries plus Benefits (combined).
- General Operating Expenses: Include for this line item all operating expenses which are NOT included in any other line item). Examples are any Travel/ Training/ Conferences WITHIN Travis County, Insurance/Bonding, Audit expenses, equipment costing \$5,000 or less, general office supplies, rent; utilities, telecommunications, postage, etc.
- Consultants/Contractuals: Applicants shall combine all proposed amounts into one line item, but shall provide separate details for each relevant item in the Program Subcontractors form. Only consultant/contractual expenses for direct client services are to be included here; other consultant/contractual services should be included in General Operating Expenses.
- Direct Assistance to Clients includes rent, mortgage, utilities, or transportation costs, etc.
- "Amount Funded by ALL OTHER Sources" is the balance of funding from all sources other than the City of Austin.
- "Total Budget" is the sum of all funding sources, which is the entire cost of the program.
- Calculate and check all subtotals and totals, including the percentages by funding source at the bottom, and ensure all line item amounts, subtotals, and totals are in WHOLE DOLLARS.

**Section 0650**  
**Program Budget and Narrative**

Program's Line Item Budget	EARLY CHILDHOOD Amount	YOUTH Amount	ADULTS & FAMILIES Amount	SENIORS & PERSONS WITH DISABILITIES Amount	Amount Funded by ALL OTHER Sources	TOTAL Budget (ALL funding sources)
<b>PERSONNEL</b>						
1. Salaries plus Benefits	14,671	23,668	210,697	0	1,430,386	1,679,422
<b>A. Subtotals: PERSONNEL</b>	14,671	23,668	210,697	0	1,430,386	1,679,422
<b>OPERATING EXPENSES</b>						
2. General Operating Expenses	2,351	3,792	33,762		229,201	269,106
3. Consultants/ Contractuals			5,000		53,700	58,700
4. Staff Travel – <u>Out of Travis County</u>						
5. Conferences/Seminars – <u>Out of Travis County</u>					10,000	10,000
<b>B. Subtotals: OPERATING EXPENSES</b>	2,351	3,792	38,762	0	292,901	337,806
<b>DIRECT ASSISTANCE for PROGRAM CLIENTS</b>						
6. Food/Beverage for Clients						
7. Financial Assistance for Clients					3,500	3,500
8. Other ( <i>specify</i> )						
<b>C. Subtotals: DIRECT ASSISTANCE</b>	0	0	0	0	3,500	3,500
<b>CAPITAL OUTLAY (with per Unit Cost over \$5,000/unit)</b>						
9. Capital Outlay						
<b>D. Subtotals: CAPITAL OUTLAY</b>	0	0	0	0	0	0
<b>TOTALS</b>						
<b>GRAND TOTALS (A + B + C + D)</b>	17,022	27,460	249,459	0	1,726,787	2,020,728
<b>PERCENT SHARE of Total for Funding Sources:</b>	0.8%	1.4%	12.3%	0%	85.5%	100%

## Section 0650 Program Budget and Narrative

### *Program Subcontractors*

SUBCONTRACTOR #1		
Name of Subcontractor	Keith Caramelli, MD	
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted	Psychiatric services	
Number of Clients to be Served (if applicable)	200	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$5,000	<u>ALL OTHER Sources amount</u> \$15,000	<u>TOTAL</u> \$ 20,000

SUBCONTRACTOR #2		
Name of Subcontractor		
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$	<u>ALL OTHER Sources amount</u> \$	<u>TOTAL</u> \$

SUBCONTRACTOR #3		
Name of Subcontractor		
Term of Subcontract (mm/dd/yyyy)	Start date:	End date:
Services to be Subcontracted		
Number of Clients to be Served (if applicable)		
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$	<u>ALL OTHER Sources amount</u> \$	<u>TOTAL</u> \$

*(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)*

## Section 0650

### Program Budget and Narrative

#### *Program Budget Narrative*

Add details to describe the proposed City expenses from your Program Budget form.  
 Explanations for the "Other Sources" line items are not required.

PERSONNEL	NARRATIVE/ Descriptions
1. Salaries and Benefits	Direct program staff and supporting staff to provide individual, family and group counseling to clients. Direct program staff include 18% of time for 15 LCSW's, LPC's and Psychologists providing on-site services at ACGC's central location and in three off-site projects (TANDEM, Juvenile Court, and Infant & Early Childhood MH Project). Budget includes 50% of bi-lingual Psychologist to increase bi-lingual psychological assessments to clients. Supporting program staff include 18% of salaries for the Director of Program Services, Director of Psychological Services, and Project Coordinator for Center-Based Services. Support staff include 18% of salaries for staff in finance, insurance, volunteer coordination, data management, reception, and Executive Director.
OPERATING EXPENSES	
2. General Operating Expenses	General operating expenses total \$269,106 for the year. This includes occupancy costs of \$108,248; postage (\$3,360); telephone (\$12,128); printing and duplication (\$16,612); audit / accounting (\$24,100); computer services (\$21,200); organizational insurance (\$12,367); program and office supplies (\$25,520) and other expenses of \$45,571. City project expenses are allocated by focus area, with 0.8% of operating costs allocated to Early Childhood; 1.4% allocated to Youth; and 12.3% allocated to adults and families; with the remaining amounts in "All Other" sources.
3. Consultants/ Contractuals	ACGC has budgeted \$58,700 for consultants / contractual: \$20,000 for psychiatrist; \$30,000 for contract psychologists; and \$8,700 for development, legal and other contract expenses. A portion of the psychiatrist expenses are included in the City project, and the remaining consultants are included in "All Other" funding.
4. Staff Travel - <u>OUT of Travis County</u>	
5. Conferences/Seminars/ Training - <u>OUT of Travis County</u>	
DIRECT ASSISTANCE	
6. Food/Beverage for Clients	
7. Financial Assistance for Clients	

**Section 0650**  
**Program Budget and Narrative**

<b>8. Other Direct Assistance</b> <i>(must specify)</i>	
<b>CAPITAL OUTLAY</b>	
<b>9. <u>Capital Outlay</u></b> <i>(must specify)</i>	



**Section 0655**  
**Program Funding Summary**

In *last column*, insert the twelve (12) month funding amount for your proposed program into the corresponding cell. Next clearly list all of your other funding sources for this program, with their corresponding program periods and amounts. Also ensure that the Total Program Funding in the bottom right cell is calculated correctly.

<b>Funding Sources</b>	<b>Grant/Contract Name</b>	<b>Funding Period Start (mm/dd/yyyy)</b>	<b>Funding Period End (mm/dd/yyyy)</b>	<b>Funding Amount</b>
City of Austin	Social Services Contract	10/01/2015	09/30/2016	\$293,941
Travis County HHS	Social Services Contract	10/1/2015	09/30/2016	\$101,343
State of Texas Criminal Justice Division	Services to Spanish-speaking victims of crime (pending renewal)	9/1/2015	8/31/2016	\$68,640
Office of the Attorney General	Victim Services grant	9/1/2015	8/31/2016	\$42,000
TANDEM	Partnership with People's Community Clinic	9/1/2015	8/31/2016	\$30,000
Travis County Domestic Relations Department	Kids In the Middle project	9/1/2015	8/31/2016	\$5,000
Travis County Juvenile Probation Department	Service to youth in Juvenile Justice system	9/1/2015	8/31/2016	\$80,000
United Way	Middle School Matters	9/1/2015	8/31/2016	\$75,000
United Way	Infant & Early Childhood MH Project	9/1/2015	8/31/2016	\$50,000
St. David's Foundation	Psychological Services (pending renewal)	7/1/2015	6/30/2016	\$439,578
Austin Originals	Music Event (estimated)	Sept 2015	Sept 2015	\$115,000
Amplify Austin	On-Line Giving Campaign (estimated)	March 2016	March 2016	\$60,000
Insurance & Client Fees	Fees for service and 3 <sup>rd</sup> party reimbursements from Medicaid, CHIP, TriCare, private insurance, and clients (estimated)	9/1/2015	8/31/2016	\$275,000
Private Foundations (Episcopal Health	Program and operational funding	9/1/2015	8/31/2016	\$192,000

**Section 0655**  
**Program Funding Summary**

Charities, Topfer, Mitte, RGK, Trull, Shield Ayres, Roddy-Holden & others)	from private and family foundations (all current, long-term supporters) - estimated			
Corporate Support (3M, Samsung and others)	Operational support (estimated)	9/1/2015	8/31/2016	\$20,000
Individuals	One-time, annual and multi-year donations to support the center (estimated)	9/1/2015	8/31/2016	\$132,000
Workshops and Seminars	Trainings	9/1/2015	8/31/2016	\$20,000
Events and Miscellaneous Income	Smaller events and other revenue	9/1/2015	8/31/2016	\$21,226
<b>FUNDING AMOUNT TOTAL:</b>				<b>\$2,020,728</b>



## City of Austin Health and Human Services Department

P.O. Box 1088  
Austin, Texas 78767

SEP 09 2013

September 5, 2013

Russell A. Smith, LMSW  
Executive Director  
Austin Child Guidance Center  
810 W. 45<sup>th</sup> Street  
Austin, TX 78751

**Re: Community Based Resources Contract Desk Review Monitoring Visit Austin  
Child Guidance Center**

Dear Mr. Smith

Community Based Resources conducted a monitoring visit of the Austin Child Guidance Center (ACGC) on August 20, 2013. The visit included a Financial Review, Performance Review, Technical Assistance, and Administration Review of the Children's Outpatient Mental Health & Evaluation Services program for FY 2013.

During the review there were no concerns, recommendations or findings identified.

We commend you for the work you are doing in the community and please extend our gratitude to the ACGC's staff for facilitating the visit.

If you have any questions or comments regarding this report, please feel free to contact Willie Williams at (512) 773-5059.

Sincerely,

Edna Staniszewski,  
Contract Compliance Associate

Willie Williams, M.S., L.C.D.C., C.A.S.  
Liaison/ Contract Manager

cc:

Robert Kingham, Manager, Community Based Resources



## Travis County Health and Human Services & Veterans Service

P.O. Box 1748, Austin, Texas 78767

(512) 854-4100 Fax (512) 854-4115

September 11, 2013

Joel Fleschman, Board President  
Austin Child Guidance Center  
810 W. 45<sup>th</sup> Street  
Austin, Texas 78751  
Via email: [jfleschman@gmail.com](mailto:jfleschman@gmail.com)

### Re: 2013 Travis County Monitoring Visit, Contract #PS09089RE

Dear Mr. Fleschman:

We conducted a monitoring visit of the contract mentioned above on May 2nd, 2013 and again on June 10<sup>th</sup>, 2013. The visits included an administrative, financial and program performance review of the Children's Outpatient Mental Health and Evaluation Services and Latino Children's Mental Health Project.

During our review we identified an issue that requires attention:

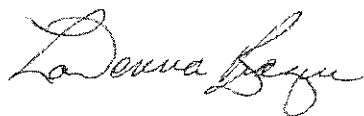
**Finding:** During both our visits we were unable to verify the unduplicated clients reported for the first quarter of 2013. The parent/caregiver services data is maintained by hand with a pencil count on the child/youth client list. We were unable to cross reference the pencil count to the client record. The definition of the parent/caregiver service to be counted is not clearly defined or documented.

**Corrective Action:** Travis County HHS/VS Program and Performance staff are working with ACGC staff to clarify exactly which services are to be reported to the County in 2014. ACGC staff must develop a process whereby supporting documentation for performance reports matches the performance reported to the County. This will be verified by HHS/VS staff in future on-site visits.

**Recommendation:** We recommend that ACGC try to eliminate hand counting for their performance reports. Integrating data systems would be ideal. Special attention should be given to consistent documentation between on-line clinical records and billing submissions. Optimal would be a clinical record that was integrated with the billing system to reduce cross-record documentation errors.

We commend you for the work provided to the community by the Austin Child Guidance Center. Feel free to contact LaDonna if you have questions. Please extend our thanks to your staff for facilitating our monitoring visits.

Sincerely,

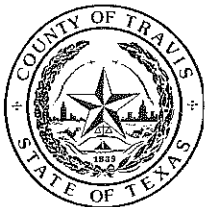


LaDonna Brazell  
Contract Compliance Specialist  
HHS Finance Division  
512/854-7875  
[ladonna.brazell@travis.co.tx.us](mailto:ladonna.brazell@travis.co.tx.us)



San Juana Gonzales  
Contract Compliance Specialist  
HHS Finance Division  
512/854-4122  
[SanJuana.Gonzales@travis.co.tx.us](mailto:SanJuana.Gonzales@travis.co.tx.us)

Cc: Russell Smith, Executive Director, Austin Child Guidance Center  
Sherri Fleming, HHS/VS County Executive, Travis County  
Kathleen Hass, HHS/VS Finance Manager  
Laura Peveto, HHS/VS Program Lead



## Travis County Health and Human Services & Veterans Service

P.O. Box 1748, Austin, Texas 78767  
(512) 854-4100 Fax (512) 279-2197

August 7, 2012

Paula Aaronson, Board President  
Austin Child Guidance Center  
810 W. 45<sup>th</sup> Street  
Austin, Texas 78751  
[paula.jfa@gmail.com](mailto:paula.jfa@gmail.com)

### **RE: Travis County Contract # PS090089RE 2012 Compliance Desk Review**

Dear Ms. Aaronson,

This letter is to inform you that I have completed the 2012 compliance desk review of the above referenced Travis County contract. The monitoring review included an administrative and finance review for the years 2011-2012.

I'm happy to tell you, the review identified no concerns, recommendations, or findings.

I commend you for the work provided to the community by the Austin Child Guidance Center.

Sincerely,

A handwritten signature in cursive script, reading "LaDonna Brazell".

LaDonna Brazell  
Contract Compliance Specialist  
HHS Finance Division  
512/854-7875  
[ladonna.brazell@travis.co.tc.us](mailto:ladonna.brazell@travis.co.tc.us)

cc Russell A. Smith  
Laura Peveto  
Sherri Fleming  
Kathleen Haas  
San Juana Gonzales





ATTORNEY GENERAL OF TEXAS  
GREG ABBOTT

December 13, 2012

Mr. Russell Smith, LCSW, Executive Director  
Austin Child Guidance Center  
810 W. 45<sup>th</sup> Street  
Austin, TX. 78751

Re: Contract Monitoring Desk Review  
Scope of Review; September 1, 2011 to August 31, 2012  
Review Date: January 23, 2012

**OAG Grant Contract: OVAG #1228055**

Dear Mr. Smith:

The Grants Administration Division (GAD) has completed the Monitoring Desk Review. There were no administrative or expenditure findings identified. No further action is required.

GAD appreciates the professionalism, promptness, and cooperation of Austin Child Guidance Center during this monitoring desk review of your organization's administrative and financial process.

This monitoring desk review is now considered closed. For questions and comments regarding this Monitoring Report, please contact Robert Deerman at [Robert.deerman@texasattorneygeneral.gov](mailto:Robert.deerman@texasattorneygeneral.gov) or by phone at (512) 936-2913.

Sincerely,

Robert W. Deerman  
Grants Monitor  
Grants Administration Division

Cc: Ms. Susanne Matthews, Administrative Director/CFO  
Ms. Seanna Crosbie, LCSW, Clinical Director

# **Austin Child Guidance Center**

## **Mother Friendly Workplace Policy**

### **Purpose:**

Austin Child Guidance Center (ACGC) strives to provide a positive work environment by acknowledging that a woman's choice to breastfeed benefits her family, her employer, and society. In accordance with federal and state law, ACGC has implemented nursing mother policies and procedures, in support of work site breastfeeding, to assist nursing mothers with making a successful transition back to work.

### **Definitions:**

**Employees** - include regular employees (full or part-time), temporary employees, contract staff and interns.

**Nursing Mother** - a mother who is breastfeeding or expressing milk to feed her baby.

### **Policy:**

ACGC provides flexible schedules and allows sufficient break time for nursing mothers to express milk at work.

For expressing milk, ACGC provides a private space (Room 28 - Observation Room), with a locked door for nursing mothers to use. This room contains:

- a comfortable chair
- a table
- an electrical outlet for the use of an electric breast pump.
- hand sanitizer and disinfectant wipes to ensure a clean area

Nursing mothers will use RoomDex, the room reservation software, to schedule time to use the room.

ACGC has a break room that contains a sink with clean, safe, running water to wash hands and rinse breast pump parts as well as a refrigerator for storing breast milk. ACGC also allows nursing mothers to use personal coolers for breast milk storage, if they choose.

This policy will be clearly communicated to all employees and prospective employees.

Policy adopted April 26, 2014



# Austin Child Guidance Center

## Tobacco Free Campus Policy

### Purpose:

Austin Child Guidance Center (ACGC) is committed to providing a safe and healthy worksite and promoting the health and well-being of its employees. Personal health hazards related to all tobacco products are numerous and have been well documented. The health hazards related to smoking impact both smokers and non-smokers who are exposed to second-hand smoke. We care about the health of each and every employee, and our intent is to provide all employees and visitors with a work environment conducive to good health.

### Definitions:

**Employees** - include regular employees (whether full or part-time), temporary employees, contract staff and interns.

**Property** - the facilities and grounds that are owned, operated or leased by ACGC including buildings, parking lots, and areas surrounding the building (e.g. garden areas in front/back of building, ropes course).

**Tobacco use** – use of cigarettes, cigars, chewing tobacco, snuff, pipes, snus, and any non-FDA approved nicotine delivery device.

### Policy:

Tobacco use is not permitted at any time, on ACGC property, including **personal vehicles** parked in ACGC parking lots.

There will be no designated smoking areas on ACGC property, since no level of tobacco exposure is considered to be safe.

Littering of tobacco-related products on the grounds or parking lots is also prohibited.

ACGC strives to be a good neighbor in the community, and as such we discourage the use of tobacco products on the property of nearby businesses and residences.

### Scope of Coverage:

This policy applies to the following individuals at all times while on ACGC property:

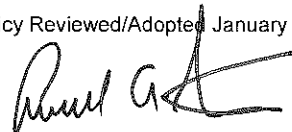
- Employees and Staff
- Clients
- Visitors
- Contractors and consultants
- Volunteers

This policy will be clearly communicated to all employees, prospective employees, and visitors to our sites.

### Enforcement:

- Self-enforcement is expected.
- All employees/staff are encouraged to communicate the tobacco-free campus policy with courtesy and diplomacy to other employees/staff, visitors, vendors and volunteers.
- Violations should be reported by employees to their supervisor or the supervisor of the staff member who breaches this policy.
- Compliance with the tobacco-free campus policy is mandatory for all employees/staff and persons visiting the company, with no exceptions. Violations will be enforced through established ACGC policies and procedures.

Policy Reviewed/Adopted January 23, 2013



# **Austin Child Guidance Center**

## **Angry/Violent Clients or Visitors Policy**

The following are general guidelines for interacting with angry or violent clients in a manner that is likely to de-escalate the situation. As all possible situations cannot be anticipated, these guidelines provide a general structure for dealing with angry and/or violent individuals. Although the following guidelines appear lengthy, they involve verbal and nonverbal methods of de-escalating angry or violent individuals and will be carried out quickly. The material presented below is based on information developed by the Crisis Prevention Institute.

- a. If the angry or hostile person is a client at the Center, the assigned therapist or the senior clinician on site should be called to meet with that person. If it is someone who is not receiving services, then ask for another staff person to be present while dealing with the situation. Based on their clinical judgment, the therapist or staff member may talk to the client in an open, public area or in a more private office. If in a private office, the staff member (to the degree possible) should position themselves between the client and the door.
- b. Try to remain calm. Although this may be difficult under a tense situation it is important to remain calm as this will help to not add additional tension to the scene. The best way to try and stay calm is to remember to:
  - 1) Breathe normally and slowly.
  - 2) Do not raise your voice, and speak in a moderate and somewhat slower than pace than you might normally use.
  - 3) Speak softly.
  - 4) Use positive inner self talk. "I know what I am doing. I can handle this situation. This isn't really about the two of us; it's about other issues in his life."
  - 5) Alert others nearby to your difficulty so their physical presence can be supportive to you.
- c. Be empathetic to the upset person. Try not to make judgments about the person confronting you. View the person as someone who is hurting emotionally and therefore deserves your paying attention to their feelings. Do not trivialize or dismiss in any way the person's concern or feelings. The feelings and concerns expressed may seem important to the person who is upset and we need to respect that feeling. However, if the person is showing signs of being incoherent, intoxicated, hallucinating, or exhibiting any bizarre behaviors the police should be immediately called at 911. Listen to the complaint until help arrives, maintain appropriate space/distance, use positive body language, and employ reflective listening techniques.
- d. Be careful of your own body language and space. Be sure to maintain an appropriate distance (for example 3 feet or more) so the person confronting you is less likely to grab you, hurt you, or feel threatened by you physically. Do not make any threatening gestures or sudden movements that might be interpreted as an act of aggression. If you are standing face to face with the individual this can be seen as sending a challenging message. Therefore, maintain at least a leg distance away and at an angle and off to the side. This is a much less threatening position.
- e. Be sure to use simple language. A person who is already upset may become confused and further enraged if you use jargon or complicated explanations.
- f. Avoid making statements or use a tone of voice that might be interpreted as being a sarcastic or caustic remark.
- g. Practice being silent. Do not feel that you need to respond to every complaint, but do maintain eye contact. By being silent you will also be able to listen intently for the real source of the complaint and will

not feel pressured to come up with an answer that will satisfy the person.

- h. When appropriate use reflective listening and give the individual your full undivided attention.
  - 1) Listen to the individual's complaint or concern. Eye contact and nodding can provide information to the other individual that you are listening.
  - 2) Make an attempt to clarify what is being said. Put the person's statement in your own words and reflect it back to make sure you have understood what is being said. This helps the upset or angry person know that you are truly listening to their concerns.
  - 3) Let the individual vent to the extent you can, but also be sure and make it clear that you cannot continue a conversation if it becomes too hostile or you feel physically threatened.
  - 4) Do not be defensive or give advice and never give out the name of another client, even if the person demands it. Also, do not acknowledge ongoing clients with people for whom you do not have a release of information.
  - 5) To avoid escalating a confrontation, do not defend the actions of a staff member.
- i. If the person becomes belligerent or begins to make threatening gestures, state limits or set a boundary for continuing to talk with the individual by using the following steps.
  - 1) Explain specifically which behavior is not appropriate. Is the person talking too loud or yelling, or is it the language (swearing, cursing) that is upsetting?
  - 2) Explain why the behavior is not appropriate. For example, it is disturbing others or it is not being respectful.
  - 3) Give the person choices with consequences. Do not issue an ultimatum as this leads to power struggles. Instead of "Stop talking to me that way or I am calling the police." You might say, "We can continue to talk but I need you to lower your voice as it is disturbing others. If you can't lower your voice we won't be able to continue to talk and I will have to ask you to leave." By giving a person a choice and making it his or her decision you are helping to avoid a power struggle, but at the same time making it very clear what the limit is, the consequence if the limit is not adhered to, and that it is their choice in regard to the consequence they have accepted.
  - 4) Give the person time to make their decision. Remember they are emotionally upset and are not thinking clearly and may just need some time to process what is being said.
  - 5) Finally, be prepared to enforce the consequences you have laid out. If a person will not leave, then be prepared to let them know that the police will be called and then call the police.
- j. If the situation does not defuse or escalates, someone from the administrative staff should go out the other door and quietly direct any volunteers and children in the waiting room area to move to the conference room.
- k. If the individual displays a weapon (and remember it is important to think of objects on your desk that can be used as weapons - staplers, coffee cups that can be thrown; scissors, pens or pencils) or attempts to use physical force or take a person hostage once again try to remain calm.
  - 6) Call 911 immediately or have someone do this for you if you are not in a position to do so.
  - 7) Staff should then make sure that any child or family member stays away from the developing incident in a room in which the door can be secured with furniture.
  - 8) Do whatever you can to maintain as much distance as you can from the individual putting as many heavy objects between you and the upset person.
  - 9) Do not turn your back on anyone who is agitated.

- 10) If the person tries to leave the building with you do anything you can to not allow that to happen. Feign illness or fight back using any object, or car keys held between the fists with a key protruding, etc. as a counter weapon.
- 11) Remember any prior interactions with a client will play a critical role in determining the outcome of an incident involving a weapon. But if you consistently interact with people in a considerate and respectful manner, you are less likely to become a target of violence.
- 12) If at any time a staff member has concerns about a potentially violent client it is that person's responsibility to alert the front desk staff through the completion of a Client Concern form. Also, the staff member should make prior arrangements for alerting staff that a problem may develop and taking appropriate personal steps. For example, being aware of exits, and provide other staff with information about how the client should be dealt with while in the building.

Policy reviewed / adopted April 9, 2013

A handwritten signature in black ink, appearing to read "Renee A. [unclear]", with a long horizontal stroke extending to the right.



## Violent Client Scenario

If you are concerned about a client or a parent, you need to fill out a Client Concern form and give to the administrative staff. You need to notify your direct supervisor and your supervisor needs to notify the Director of Program Services/Director of Psychological Services.

Everyone needs to review the policies for Client Emergencies and Angry or Violent Clients and Visitors – pg. 17-18, 53-57.

If a client becomes violent – out of control behaviors or physically threatening staff, parents, or sibling and **the procedures for calming down the client do not work**, then page front desk and tell them you need assistance. Front desk will notify senior staff/clinicians to assist. If senior staff decides that all staff needs to be warned of impending dangerous situation, then front desk/senior staff will page rooms with two warnings.

- First warning is 'Standby' – will page twice. This means that there is a potentially violent situation in the building and you need to be cautious and wait for further instruction. Do not attempt to leave your office and do not let clients leave your office until you hear further instructions. Front desk/senior staff will send a second page saying 'Continue Session' if the situation has been diffused, so continue therapy as normal.
- Second warning is 'Lockdown' – will page twice. In this case, you need to secure your door by pushing a desk, bookshelf, table in front of the door and remain in the office. This means a potentially dangerous/violent situation is occurring and you need to safely barricade yourself in your office until help arrives. When the situation is safe again, then front desk/senior staff will page 'Building is secure' and then you can remove the chair/desk from in front of the door. Wait for further instructions from front desk/senior staff before leaving your office or letting the client leave the office.
- Evacuate – in the extremely unlikely situation that you need to evacuate the building then front desk/senior staff will give you instructions of how to evacuate – emergency door opens when fire alarm is tripped – kitchen door and room windows. Then meet at the Chase Bank for other staff to arrive. You will be instructed to bring clients with you to the bank if parking area is unsafe.
- If you need to warn front desk or senior management that they need to call 911 or a weapon is involved, use the code 'page Mr. Blue' to indicated call the police and use the code ' page Mr. Black' to indicate that there is a weapon involved (i.e. – gun or knife).

**Austin Child Guidance Center - Resumes of Key Staff**

***Underserved Families Mental Health Program***

Executive Director – Russell Smith, LMSW

Director of Program Services – Seanna Crosbie, LCSW

Director of Finance & Administration – Laura Tweedie

Project Coordinator, Center-Based Services – Stephen Kolar, Ph.D.

Project Coordinator, Infant and Early Childhood Mental Health Project – Melanie

Walter-Mahoney, LMSW

Project Coordinator, Middle School Matters – Carolina Arroliga, LPC

**Russell A. Smith, LMSW**

8106 Greenwich Meridian  
Austin, Texas 78759  
(512) 627-8699  
russasmith@aol.com

**Education**

Masters of Social Work (MSW)  
University of Houston  
Political Social Work  
May 1997

Masters of Business Administration (MBA)  
University of Texas at Austin  
Management  
May 1990

Bachelors of Business Administration (BBA)  
University of Texas at Austin  
Honors Business / Management  
May 1988

**Professional Experience**

***Austin Child Guidance Center, Austin, Texas***

November 2010 – present. *Executive Director*

- Responsible for all aspects of running non-profit organization dedicated to providing mental health services to children and families, including: management of thirty employees; long and short-term planning; budgeting; public policy; board relations, including recruitment of new members and staffing of committees; development of new and innovative programs; conflict resolution; public relations; recruitment and hiring of new staff
- Responsible for all fundraising, including grant writing, government funding requests, special events, cultivation of individual donors, corporate giving requests, and development of new funding sources

***YouthLaunch, Austin, Texas***

January 2006 – October 2010. *Executive Director*

- Responsible for all aspects of running non-profit organization dedicated to empowering young people throughout Central Texas through service, including: management of twelve employees; long and short-term planning; budgeting; public policy; board relations, including recruitment of new members and staffing of committees; development of new and innovative programs; conflict resolution; public relations; recruitment and hiring of new staff
- Responsible for all fundraising, including grant writing, government funding requests, special events, cultivation of individual donors, corporate giving requests, and development of new funding sources
- Increased budget from \$350,000 to \$1.1 million in three years, and developed programs that have won five awards

***OneStar Foundation, Austin, Texas***

February 2005 –October 2005. *Director, Office of National Service*

- Responsible for overseeing all AmeriCorps state grants in Texas.
- Led team that oversaw grant-making, monitoring, and assessment of over \$13 million in AmeriCorps grants.
- Responsible for setting up systems, processes, and procedures to support grant-making, fiscal oversight, and program monitoring.
- Built community capacity and collaborations to support service across Texas
- Responsible for raising matching funds, and for bringing additional streams of funding to Texas programs and communities
- Responsible for public relations and legislative interface with local, state, and federal officials

***Harris County Department of Education Head Start, Houston, Texas***

August 1999 – January 2005. *Head Start Director*

- Responsible for all aspects of running \$10 million, 280 employee Head Start Program in East Harris County serving over 1100 children and their families, including: implementing vision of program; developing budgets; supervising management team; creating, implementing and monitoring systems to provide comprehensive services to families; grant-writing; developing community relationships and partnerships; negotiating contracts; long- and short-term planning; creating policies and procedures; board relations; government relations; recruitment, hiring and evaluation of staff; and developing and implementing new programs.
- Responsible for grant writing and development which secured funding to: expand program by over 300 children; open six new centers; expand program from part-day to full-day; expand program through the summer. Base Head Start grant grew from approximately \$6 million to over \$10 million per year.
- Management Team chosen as one program from four state region to attend Head Start / Johnson & Johnson Management Fellows Program in summer 2000. Completed intensive Head Start management training institute and developed Management Innovation Plan for Program.
- Provided professional supervision to social work interns in Spring 2003 and Fall 2004

***Alzheimer's Association / Greater Houston Chapter, Houston, Texas***

October 1998 – August 1999. *Interim Executive Director*

- Responsible for all aspects of running eighteen county voluntary health organization, including: management of nine employees; long and short-term planning; budgeting; public policy; board relations, including recruitment of new members and staffing of committees; development of new and innovative programs for patients and their families; conflict resolution; public relations; answering Helpline and responding to client needs; recruitment and hiring of new staff; relations with National Alzheimer's organization; volunteer administration; and fund development.

December 1997 – August 1999. *Director of Finance*

- Responsible for all accounting and financial functions of organization; human resource management; contract negotiation; budgeting; office management and administrative duties; long and short term planning for organization; board relations; acting as fiscal agent for Alzheimer's Association Coalition of Texas; implementing systems and fiscal controls; and fundraising.

***The Houston Annenberg Challenge, Houston, Texas***

December 1996 – December 1997. *Chief Financial Officer*

- Performed all accounting and financial functions of organization; managed human resources; negotiated contracts; set up and managed office; conducted long and short term planning for organization; worked with Board of Directors to implement policy; and assisted in the development of funds to match \$20 million grant.

***Writers In The Schools, Houston, Texas***

August 1991-November 1996. *Associate Director*

- Researched and wrote grant proposals for foundations, corporations, individuals and governmental entities; managed and supervised four employees; set up and maintained accounting system; problem solving and conflict resolution; maintained payroll system; filed all applicable tax forms; negotiated contracts with schools, governmental entities, and individuals; long and short term planning for organization; board relations; all human resources functions, including interviewing, hiring and reviewing professional staff and writing employee manual; office management, including purchasing, maintaining computers systems and software, petty cash, insurance, and overseeing audits.

***United Way of the Texas Gulf Coast, Houston, Texas***

May 1990 – August 1991. *Campaign Supervisor*

- Assisted corporate and government organizations in their annual charitable campaigns; researched and wrote grant proposals for foundations; supervised four Loaned Executives; maintained year-round contact with company coordinators; completed public speaking courses and made speeches to employee groups; participated in community needs assessment.

**Undergraduate / Graduate Teaching Experience**

***University of Texas, Austin***

Spring 2006, Summer 2006, Summer 2007, Summer 2008, Summer 2009, Summer 2010, Summer 2011, Summer 2012, Summer 2013. Adjunct Faculty – “*Grant Development and Fund Raising in Human Services,*” Graduate Social Work School

***University of Phoenix, Houston Campus***

June / July 2004 & November / December 2004. Adjunct Instructor – “*Organizational Behavior*”  
Teaching fundamentals of organizational behavior to 20 undergraduate business students.

***University of Houston***

Spring 1998, Spring 1999, Spring 2000 (taped), Fall 2000 (re-broadcast), Spring 2001. Adjunct Faculty – “*Fiscal Management and Budgeting*”  
Teaching thirty social work graduate students budgeting and financial planning for non-profit organizations. Class was taped in Spring 2000 and re-broadcast in Fall 2000, utilizing web, videotapes, cable and e-mail.

**Community service**

***First Unitarian Universalist Church of Austin***

June 2012 - present. Board Member

***Austin Groups for the Elderly***

April 2007 - December 2012. Board Member

***First Book Austin***

April 2005 – December 2006. Board Member (founding Local Advisory Board)

*First Book Houston*

August 2003 – February 2005. Board Member

*Leadership Houston, Class XXI*

August 2002 – May 2003. Participated in and graduated from Leadership Houston undergraduate class. Attended monthly interactive educational sessions on various aspects of Houston (i.e. Healthcare, Arts, Government, Social Services, etc.). Class project raised over \$30,000 for books for low-income children.

*Education Foundation of Harris County*

December 1997 – May 1999. Education Committee member. Developed criteria for funding educational projects; evaluate and recommend projects for funding; review and assess results of funded projects

*Alternative Dispute Resolution Center*

July 1995 – January 1999. Mediator – Certified in Community-based, Juvenile, and Victim/Offender Mediation; train new volunteers through role-playing and seminars

*Cultural Arts Council of Houston/Harris County*

April 1995 – July 1997. Allocations Panelist – Multidiscipline Panel – Read proposals, evaluate, make site visits, and recommend funding levels for Houston-area arts organizations

*Crisis Intervention of Houston*

January 1993 – June 1993. Volunteer Phone Counselor – provided phone counseling, information and referral

*United Way of the Texas Gulf Coast*

August 1991 – June 1993. Allocations Volunteer/Health Services Panel – Assessed community needs and allocated charitable resources

*United Way of the Texas Gulf Coast*

September 1992 – March 1993. Management Assistance Program Volunteer – Provided managerial and technical support to Houston-area non-profits

*Runaway Hotline*

March 1986 – May 1990. Volunteer Phone Counselor/Volunteer Trainer – provided phone counseling, information and referral to runaways and at-risk children; trained new volunteers through role-playing, question and answer sessions, and observation

*The Office of Senator Lloyd Bentsen*

January 1989 – May 1989. Volunteer Casework Intern – Responded to constituent letters; sought local assistance with Health and Human Service problems

*St. David's Hospital*

March 1989 – June 1989. Volunteer

### **Professional presentations**

#### ***University of Texas, Austin***

November 2013 – April 2014. “*Non-Profit Leadership Boot Camp*”

Series of five Continuing Education Classes taught in conjunction with two other Executive Directors, topics included: Development; Governance & Strategic Planning; Financial Management and Budgeting; Marketing / Public Relations / Advocacy; and Evaluation / Community Engagement.

#### ***University of Texas, Austin***

September 2008. “*The Basics of Non-Profit Budgeting & Reporting*”

Continuing Education Class

#### ***University of Texas, Austin***

October 2007. “*Understanding Non-Profit Financial Statements and Budgeting*”

Continuing Education Class

### **Other Information**

Licensed Masters of Social Work (LMSW) from the State of Texas (1997 – present)

Leadership Houston Member (2003-present)

Head Start Johnson & Johnson Fellowship Program (2000)

Phi Kappa Phi National Honor Society (1996)

Dean’s Award for Academic Excellence (1989)

Frank M. Holloway Endowed Presidential Scholarship (1989-1990)

Texas Business Hall of Fame Scholarship (1988-1989)

Business Honors Program (1985-1988)

Freshman Engineering Honors Program (1984)



810 W. 45<sup>th</sup> St  
Austin, Texas 78751

SEANNA CROSBIE, LCSW

512.451.2242  
SCrosbie@austinchildguidance.org

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#### EDUCATION

The University of Texas at Austin

M.S. Social Work 2000; B.A. Psychology Minor: Child Development and Family Relationships 1996

#### WORK EXPERIENCE

Director of Program Services: Austin Child Guidance Center (5/10-Present)

- Oversees all therapeutic services at the Center, including all Program Services staff and therapists.
- Leads weekly meetings with Center staff to provide clinical guidance and administrative direction.
- Responsible for developing and continually reviewing the agency's vision and ensures its implementation.
- Provides leadership and ensures clinical supervision to staff within the agency.
- Responsible for the efficient and effective use of assigned budgets to deliver agreed contracts and negotiates funding issues in coordination with CFO.
- Responsible for performance management, including appraisal and review of job plans.
- Provides professional leadership to ensure highest standards of clinical effectiveness, including adherence to local/national standards and regulations.
- Advises the Executive Director of clinical priorities and develops plans to address these priorities.
- Works in partnership with other agencies and organizations to ensure coordination of client services.

Project Coordinator: Austin Child Guidance Center (9/06-5/10)

- Managed a team of therapists, including oversight of the delivery of therapeutic services and intervention to children and families involved in the Travis County Juvenile Court system.
- Provided clinical guidance and supervision to clinical staff.
- Researched and implemented therapeutic protocols for address a variety of children's mental health issues include depression, anxiety, and behavioral problems.

Therapist: Austin Child Guidance Center (5/01-9/06)

- Performed intake evaluations, diagnostic assessment, and treatment planning with children and families.
- Provided outpatient individual, family, and group psychotherapy to adolescents and their families
- Supervised social work interns who provided child-lead play therapy, filial therapy, and preschool groups.

Therapist in Training: Capital Area Mental Health Center (8/99-8/00)

- Providing intake assessment as well as both short-term and long-term therapy to adolescents and adults

Social Work Intern: Anderson Mill Elementary School (8/98-5/99)

- Provided individual, family and group therapy to elementary aged children and their families.
- Worked with teachers and school personnel to educate them on mental health issues of school-aged children.

Suicide Prevention/Crisis Intervention Hotline Shift Supervisor: Austin/Travis County Integral Care (5/95-5/99)

- Provided callers with crisis counseling, suicide prevention, and information/referrals.
- Assisted in the training of new volunteers/staff.

Teen Helpline Supervisor: Communities in Schools (8/96-5/97)

- Administered and managed Helpline, a crisis intervention/suicide prevention program for teens.
- Recruited and supervised 50+ volunteers and implemented a new training program.
- Presented crisis intervention and teen suicide prevention to area schools.

Protective Services Intake Specialist: Formerly Department of Protective and Family Services (8/97-8/98)

- Responded to calls regarding sexual/physical abuse and neglect to children, elderly and disabled.
- Screened, assessed, and determined priority level of investigations.

## CURRENT MEMBERSHIPS AND AFFILIATIONS

Trauma-Informed Care Consortium of Central Texas (Chair)  
Children and Youth Mental Health and Planning Partnership (Co-Chair)  
Young Women's Christian Association (Board of Directors)  
Community Yoga Austin (Board of Directors)  
Travis County Model Court Collaborative (Member)  
Community Partners for Children (Member)  
Integrated Care Collaboration (Member)  
Juvenile Support Network Trauma Informed Collaborative (Member)  
St. Edward's University Social Work Program (Advisory Board )  
National Association of Social Workers  
Licensed Clinical Social Worker (LCSW) Texas License # 35541

## WORKSHOPS, MEDIA AND OUTREACH

### Presentations and Workshops:

"Trauma & Adolescent Development: Creating Trauma-Informed Systems in Schools" Texas School Social Work Conference.  
Primary Presenter. Feb. 28, 2014

"Trauma-Informed Care: Creating Systems of Healing" by Seanna Crosbie, LCSW. Children & Youth Mental Health Planning Partnership. Feb. 27, 2014

"Creating Pathways to Engaging Youth: Building Trauma Informed Communities"  
Trauma Informed Approaches in the Austin Metropolitan Area - Panelist  
UT SSW's Juvenile Support Network Feb. 2013

"TF-CBT with Children and Families" featuring Dr. Laura Murray. Austin Child Guidance Center's Annual MH Seminar.  
Planning Committee Lead. Nov. 2012

"Overcoming Trauma: Helping Your Child Succeed at Home and School". Austin Independent School District (Rosedale Parent Cooperative). Primary Presenter. March. 2012.

First Inaugural Play Therapy Symposium. The University of Texas at Austin. Planning Committee. June 2012.

### *National Association of Social Worker (NASW) Presentations:*

"Infant and Early Childhood Mental Health Project: A Trauma Perspective". Primary Presenter

"Feminist Practice: Beyond Women's Work". Primary Presenter

"Using Humor and Creativity in Social Work Practice". Primary Presenter

### Television:

"Parenting: The Effects of Praise"

Fox 7 May 15, 2013

<http://www.myfoxaustin.com/story/22265485/parenting-the-effects-of-praise>

"Bully Intervention"

Fox 7 Morning News August 3, 2012

<http://www.youtube.com/watch?v=WBQBzCjZaro>

“How to Talk to Children about School Shootings”  
KXAN Austin  
Fox 7 Austin

“Back to School: First Day Jitters”  
Fox 7 News August 19, 2011  
[http://www.myfoxaustin.com/dpp/good\\_day/back\\_to\\_school/Back-to-School-First-Day-Jitters-20110819-ktbcgd?CMP=201108\\_emailshare#axzz1gdbCrIcA](http://www.myfoxaustin.com/dpp/good_day/back_to_school/Back-to-School-First-Day-Jitters-20110819-ktbcgd?CMP=201108_emailshare#axzz1gdbCrIcA)

“Warning Signs of Child Abuse”  
Fox 7 News Austin November 29, 2011  
[http://www.myfoxaustin.com/dpp/good\\_day/Warning-Signs-Of-Child-Abuse-20111129-ktbcw#axzz1gdbCrIcA](http://www.myfoxaustin.com/dpp/good_day/Warning-Signs-Of-Child-Abuse-20111129-ktbcw#axzz1gdbCrIcA)

Written Media:

“When Talking to Kids about Fires: Keep it Simple”  
Austin American Statesman September 6, 2011  
<http://www.statesman.com/news/local/when-talking-to-kids-about-fires-keep-it-1824189.html?printArticle=y>

“Helping Kids Manage Stress and Anxiety”  
LiveMom.com 2011  
<http://www.statesman.com/news/local/when-talking-to-kids-about-fires-keep-it-1824189.html?printArticle=y>

Radio:

“The Anti-Social ‘Social’ Network”  
KUT/NPR January 3, 2011  
<http://kut.org/2011/01/the-anti-social-social-network/>

Contributing Expert 1-800-therapist/DailyRx.com  
“Contagious” Suicide Among Teens (May 21, 2013)

Help Children Cope with Traumatic News (December 17, 2012)

Talk Therapy with Kids with PTSD (December 11, 2012)

Personal initiatives:

Life Tobacco Free Austin: Real Tobacco Stories (funding through CDC initiative) (May 2012)  
<http://www.livetobaccofreeaustin.org/videos.php>

# LAURA J. TWEEDIE, MBA

1711 Dartmouth Ave • Austin, TX 78757

(512) 924 - 0759 • ltweedie@austinchildguidance.org

## EXPERIENCE

**AUSTIN CHILD GUIDANCE CENTER-Austin, TX**

**2014-current**

### **Director of Finance and Operations**

- Manage fiscal and administrative accountability for 501(c)6 organization
- Supervise administrative and financial staff
- Oversee logistics and coordination of grant and contract obligations
- Develop improved systems and processes to achieve greater efficiency and compliance
- Manage budget and report findings to Executive Director and Board of Directors

**TEXAS ASSOCIATION OF SCHOOL ADMINISTRATORS – Austin, TX**

**2012 – 2014**

### **Controller**

- Directed \$6M budget and cost controls for four separate entities
- Provided financial analysis and recommendations to key stake holders
- Managed cash flow and short/long-term investments for a highly seasonal organization
- Coordinated all aspects related to annual year-end audits, payroll and benefits
- Acted as Fiscal agent for \$1M federal grant and for other various state and local grants
- Managed logistics and coordination of professional development contracts
- Complied with federal and state regulations applicable to 501(c)3 and 501(c)6 organizations

**RECLAMET, LLC – Austin, TX**

**2010– 2012**

An Industrial-Waste Recycling Company

### **Director of Business Development**

- Researched and analyzed emerging market opportunities for new revenue streams
- Coordinated with company president to devise and implement business strategy
- Generated senior-level leads in oil and gas industries
- Prepared and presented formal proposals to senior-level executive clients

**CLEAR CHANNEL COMMUNICATIONS - Houston/Austin, TX**

**2006 - 2009**

### **Executive-Team Business Manager**

- Reported financial initiatives and outcomes to company's EVP and CEO
- Provided financial and system-improvement analysis for a cross functional executive team
- Maintained a \$6M corporate budget

### **Business Manager**

**2005 - 2006**

- Prepared period forecasts, analyzed variances and made recommendations to EVP
- Reported monthly financial statements and submitted period-end journal entries
- Oversaw significant process improvement development and implementation

### **Accounts Payable & Receivable Manager**

**2004 - 2005**

- Negotiated contract terms with vendors to reduce processing time
- Managed accounts payable, accounts receivable and capital expenditures
- Directed HR functions for corporate division (new hires, terminations, payroll & benefits)

**SOUTHWEST HIGH SCHOOL - Houston, TX**

**2001 - 2004**

### **High School Business Teacher and Department Chair**

- Taught career and technology business courses for at-risk youth ages 14-21
- Established and sponsored the school district's first Future Business Leaders of America club

**Summer 2000**

## EDUCATION

**BAYLOR UNIVERSITY, Hankamer School of Business - Waco, Texas**

Master of Business Administration, 2011

**UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business - Austin, Texas**

Bachelor of Business Administration, 2001

## ADDITIONAL

- Lifetime member of Beta Gamma Sigma Honor Society
- Published in the Keller Center Research Report

## Stephen M. Kolar, Ph.D.

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**Home Address:**  
9225 Knoll Crest Loop  
Austin, TX 78759

**Cell Phone:** (512) 529-2117  
**Alt. Phone:** (512) 297-4323  
**Email:** stevekolar@yahoo.com

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### PROFESSIONAL LICENSURE

April 2010                      **Licensed Psychologist in the State of Texas #34560**  
Issued by Texas State Board of Examiners of Psychologists.

November 2009                **Provisionally Licensed Psychologist in the State of Texas #34560**  
Issued by Texas State Board of Examiners of Psychologists.

### PROFESSIONAL CLINICAL EXPERIENCE

August 2011-  
Present                      **Coordinator, Center-Based Services**  
Austin Child Guidance Center  
*Supervisor:* Seanna Crosbie, LCSW

*Responsibilities:* This position involves multiple clinical and managerial components. In addition to providing individual and family therapy for children and adolescents, the coordinator supervises multiple licensed therapists with full caseloads. The coordinator manages intake procedures for new clients to the center and supervises the Intake Specialist in this process. Supervision of the Walk-In Clinic, its procedures, and its lead psychologist is undertaken by the coordinator. Responsibilities also include planning and monitoring parenting workshops (at ACGC or at schools in the community) conducted by staff therapists to both educate and teach parents techniques to manage difficulties such as bullying or temper tantrums. The coordinator supervises staff who implement parent and child therapeutic groups. Additionally, the coordinator manages the process of staff training by seeking out therapists in the community to conduct bi-monthly trainings (including one on Trauma Focused Cognitive Behavior Therapy over a 4-week period). This includes planning for the annual Children's Mental Health Seminar for the Austin Child Guidance Center.

June 2008-  
May 2011                      **Coordinator, ACCESS Family Services**  
Austin Child Guidance Center  
*Supervisor:* Julia Hoke, Ph.D.

*Responsibilities:* The coordinator was responsible for the implementation of a manualized treatment program that combined family therapy and group therapy for families within the Austin Independent School District (AISD). This position called for hiring, training, and supervising one clerical assistant and three therapists in the program. A large portion of the adolescents who entered this program were referred from the juvenile justice system or the Alternative Learning Center. This program was newly adopted by the Austin Child

Guidance Center and AISD, meaning that this position required managing multiple systems. This involved working within the school system to inform parents and school staff about the services provided, conducting the program within the confines of a school system, and creating and evaluating program effectiveness. Treatment for families included a behaviorally-based group therapy program in addition to individual and family therapy.

July 2006-  
June 2007

**APA Approved Internship in Clinical Psychology**

University of Texas Health Sciences Center at San Antonio (UTHSCSA)

*Supervisors:* James Stedman, Ph.D.

Joseph Kobos, Ph.D.

*Responsibilities:* Training experiences at this internship included individual and group therapy, participation in an inpatient, psychiatric emergency services unit, and continued education through psychology-related seminars and grand rounds. Clients were seen for long-term psychotherapeutic treatment during individual therapy work at the Psychotherapy Services Clinic. Individual therapy consisted of an integrative eclectic format that included areas of cognitive behavioral, psychodynamic, and interpersonal therapies. Co-leadership in a long-term, process oriented group was conducted with Dr. Joseph Kobos. A two-month rotation at the Psychiatric Emergency Services wing of University Hospital was completed.

January 2007-  
June 2007

**Southwest Mental Health Center (SMHC)**

Internship Rotation

*Supervisors:* Wayne Ehrisman, Ph.D.

John Beach, Ph.D.

*Responsibilities:* Work experiences at this site included group psychotherapy, individual psychotherapy, assessments, and consultation with members of individual treatment teams for patients. Assessments that were conducted dealt primarily with personality formation, diagnostic formulation, intelligence screening, and academic ability. Work as a co-group leader on different units involved working with professionals with a variety of credentials (LPC, LMSW, LCSW). These groups typically included four to ten children each and were separated by age (including children and adolescents, ages 4-9, 9-13 years, and 13-17 years). Groups varied in format including skills building, process oriented, activity based, or psychoeducational material. Individual therapy involved outpatient clients (children and adolescents) in process-oriented, integrative eclectic therapy, including some family work with a fellow psychologist.

July 2006-  
December 2007

**Kerrville State Hospital (KSH)**

Internship Rotation

*Supervisor:* Brenda Sprinkle, Ph.D.

Larry Delgadillo, M.A.

*Responsibilities:* This site consisted primarily of adult forensic psychiatric patients who were hospitalized to regain the mental facilities necessary to face their legal charges. As such, all patients in this setting experienced severe psychological disorders, with many also having a history of violent behaviors. Responsibilities here included conducting, interpreting, and writing

psychological reports, designing and implementing group therapies, and engaging in a treatment team milieu to provide patients with the most effective treatment possible. Group therapy tasks at KSH involved large groups (approximately 10-30 participants) with a psychoeducational focus in such areas as Cognitive Behavioral Therapy, Competency, Relaxation, Anger Management, Process Oriented, and Relapse Prevention. Part of the rotation at KSH involved working with the short-term inpatient unit that served the community. This inpatient unit faced many patients in crises from serious psychological disorders.

May 2005-  
May 2006

**Psychological Assistant**

Canyon Lakes Residential Treatment Center

*Supervisor:* Joy Prichard, Ph.D.

*Responsibilities:* This practicum site is a long-term and short-term inpatient treatment center for children and adolescents. Responsibilities included providing psychological and psychoeducational services for patients, including clinical interviewing of referrals and admissions; leading psychoeducational groups for assigned patients (e.g., substance use); conducting group co-therapy sessions for assigned patient groups; performing psychological assessments; and assisting with clinical research (e.g., treatment outcome). Psychotherapeutic groups included skill building, emotion focused, and problem solving areas.

August 2001-  
May 2005

**Psychotherapy Practicum**

**Texas Tech University Psychology Clinic**

**Community-based outpatient clinic**

*Rotating supervisors:* Joaquin Borrego, Ph.D., Jim Clopton, Ph.D., Lee Cohen, Ph.D., Catherine Epkins, Ph.D., Stephanie Harter, Ph.D., Gregory Mumma, Ph.D., Steven Richards, Ph.D.

*Responsibilities:* This practicum site serves a diverse population from the community across a broad range of ages, ethnicities, and socioeconomic backgrounds. Individual child, adolescent and adult psychotherapy was conducted, along with couples and family therapy. Presenting issues included social phobia, major depression, attention-deficit/hyperactive disorder, sexual identity issues, personality disorders, destructive behaviors (e.g. fire-setting), self-injurious behaviors, substance abuse disorders, parenting issues, family discord, and relationship problems. Work also included test administration, conducting intake interviews for new clients, and completing two extensive, integrated psychological assessments.

January 2004-  
May 2004

**Psychotherapy Practicum**

**Texas Tech University Counseling Center**

*Supervisor:* Sarah Haley, Ph.D., Jared Dinehart, M.A.

*Responsibilities:* This practicum site involved individual, brief psychotherapy with undergraduate and graduate Texas Tech University students. Presenting issues included college adjustment, anxiety, depression, sexual identity issues, posttraumatic stress disorder, social and specific phobias, substance abuse disorder, and relationship problems with individuals and couples. Work also included participation in outreach activities (e.g., Curb Your Anxiety Day), intake interviews with new clients, individual and group supervision with licensed psychologists, and attending bi-weekly training seminars.



August 2002-  
June 2004

**Psychological Extern, Special Education Department  
Lubbock Independent School District**

*Supervisors:* Gary Fireman, Ph.D., L.S.S.P.  
Aimee French, M.S., L.S.S.P.

*Responsibilities:* This practicum consisted of conducting integrative psychological evaluations for children receiving special education services in the Lubbock Independent School District (grades K-12). Children and their families receiving services were from Hispanic, African American, and Caucasian backgrounds and from various socioeconomic statuses. The evaluations included file review, behavioral classroom observations, administration and interpretation of psychological measures, consultation, and interviews with multiple individuals (i.e., parents, teachers, students), as well as communication with physicians, school counselors, diagnosticians, and other school faculty and administrators.

Presenting problems included attention-deficit/hyperactive disorder, emotional disturbance, learning disabilities, and social skills deficits. Work also included individual and group therapy with students from elementary through high school grade levels, within the school setting. Supervision occurred with LISD and Texas Tech supervisors. Peer supervision and training also occurred with other externs in the same practicum.

### **OTHER WORK EXPERIENCE**

October 2007-  
May 2008

**Special Education Substitute Teacher  
Austin Independent School District**

*Supervisor:* Kristen Hilsabeck

*Responsibilities:* While looking for jobs in psychology-related fields, I started substitute teaching for AISD, primarily with children and adolescent special education students. These students typically received assistance due to special needs in the areas of intelligence/achievement, autism, emotional difficulties, behavior problems, and social behavior skills.

March 1999-  
August 2000

**Mental Health Worker  
Austin State Hospital, Austin, Texas  
Child and Adolescent Psychiatric Services**

*Supervisor:* Jacqueline Hughes, M.S.W.

*Responsibilities:* This site is a branch of the Texas Department of Mental Health and Mental Retardation. It provides care through three large services - Adult Psychiatric Services, Specialty Adult Services, and Child and Adolescent Psychiatric Services. Child and adolescent programs offer services to children to the age of 12, an adolescent girls unit, and two adolescent boys units. Work involved the direct care of patients on both the child and adolescent boy units and involved everyday interaction with patients (i.e., changing bedding & daily hygiene, supervising day room, supervising and distributing meals, administering and facilitating token system, monitoring school participation, preventing or managing aggressive outbursts). These patients exhibited severe mental illness, often including histories of suicidal attempts, self-injurious behaviors, substance

abuse, and major depression. I participated in group meetings on the unit with social workers, psychologists, psychiatrists, and nurses to help maintain the therapeutic milieu. This job consisted of approximately 40 hours per week, working with a fellow staff member and psychiatric nurse during all shifts.

### **LEADERSHIP OPPORTUNITIES**

January 2009-  
Present

#### **Capital Area Psychological Association Board Member**

*Responsibilities:* Participate in executive decision-making and planning for CAPA speakers and workshops. As secretary of the board, I am responsible for organization and recording of the minutes during monthly meetings and note-taking for seminars and workshops hosted by area psychologists.

October 2007-  
December 2008

#### **Capital Area Psychological Association Student Representative**

*Responsibilities:* Represented students' interests in the organization, especially regarding the transition from graduate student to young professional. Attended committee meetings and participated in policy making decisions for the group. I was also present at all monthly seminars by area-wide psychologists.

October 2003-  
October 2005

#### **Clinical Counsel Co-President**

*Responsibilities:* Co-led the Clinical Counsel, an organization including all clinical psychology doctoral students at Texas Tech. This organization facilitated communication between graduate students and faculty within the department to meet the needs of the students.

### **OUTREACH EXPERIENCE**

May 2004

#### **Curb Your Anxiety Day Texas Tech University Counseling Center**

*Responsibilities:* I participated in a campus-wide outreach prevention program to address anxiety among a culturally diverse student population. I provided information to students regarding anxiety management and administered the Beck Anxiety Inventory. Counseling stations were set up at the University Recreation Center where I conducted these assessments and provided students with information regarding strategies to decrease anxiety. Students were also given pamphlets about services at the Counseling Center. Progressive Muscle Relaxation and massages were also offered to students who were screened.

### **EDUCATIONAL BACKGROUND**

August 2000-  
May 2008

**Texas Tech University, Lubbock, Texas**  
Ph.D. Program, Clinical Psychology (APA accredited)  
• Current GPA = 3.66

August 2000 -  
Fall 2003

**Texas Tech University, Lubbock, Texas**  
Masters of Arts, Clinical Psychology (APA accredited)  
• GPA = 3.66

August 1993 - **The University of Texas, Austin, Texas**  
 May 1998 Bachelor of Arts, Psychology  
 • GPA=3.5

### **HONORS**

2000-2003 Recipient of Departmental Psychology Scholarships  
 1998 Undergraduate Research Award

### **RESEARCH EXPERIENCE**

September 2005- **Doctoral Dissertation**  
 May 2008  
*Dissertation Chair:* Steven Richards, Ph.D.  
*Committee Members:* Lee Cohen, Ph.D.  
 Joaquin Borrego, Ph.D.  
 Stephanie Harter, Ph.D.

*Title:* The Association of Depressive Symptoms with Level of Functioning  
 In College Students

My research examines relationships between various student behaviors or conditions (i.e., eating disorders, substance abuse, stress) and depression. In my work with students as both a therapist and instructor, I have become well informed regarding student behaviors that may contribute to academic difficulties and depressed states. My hope with this research is to focus on prevention of these negative behaviors in order to decrease depression in college students. For this research, I have trained undergraduate students to help with data collection and administration of my experiment.

January 2005- **Qualifying Examination: Literature Review and Oral Exam**  
 May 2005  
*Chair:* Steven Richards, Ph.D.  
*Title:* Issues in Adolescent Depression and Differentiation of "Subthreshold" from Clinical Levels of Depression

August 2002- **Graduate Student Director**  
 May 2005  
*Responsibilities:* I trained undergraduate and graduate students in data collection and sociometric data entry for lab research regarding social reasoning. My responsibilities also included coordinating student and school schedules for eight elementary schools in the Lubbock Independent School District.

December 2001- **Master's level research project**  
 December 2003  
*Research Advisor:* Gary Fireman, Ph.D.  
*Title:* The Influence of Communicative Relationship on Collaborative Reasoning in Adolescents

August 2000- **Graduate Research Assistant**  
 May 2001 **Texas Tech University Psychology Department**  
*Supervisors:* Lee Cohen, Ph.D.  
 Rosemary Cogan, Ph.D.

*Responsibilities:* Assisted faculty members with various research projects.

Work included data collection and library research. In collecting data for Dr. Cohen, I helped contribute to a poster:

Cohen, L. M., McChargue, D., **Kolar, S.**, & Doran, N. (2001, November). Positive Affect Mediates the Relationship Between Trait-Impulsivity and Smokeless Tobacco Dependence: A Preliminary Study. Poster submitted to the 35<sup>th</sup> annual meeting of the Association for the Advancement of Behavioral Therapy, Philadelphia, PA.

### **TEACHING EXPERIENCE**

January 2005- May 2005	<b>PSY 3334 Introduction to Professional Psychology</b> (2 sections)
August 2004- December 2004	<b>PSY 1300 Introductory Psychology</b> (2 sections)
January 2002- May 2002	<b>PSY 4336 Research in Personality and Social Psychology</b> Teaching Assistant for the lab portion of the course
January 2002- May 2002	<b>PSY 1300 Introductory Psychology</b> (1 sections)
August 2001- December 2001	<b>PSY 1300 Introductory Psychology</b> (2 sections)

**MELANIE WALTER-MAHONEY, LMSW**

2304 Tom Miller Street, Austin, Texas, 78723  
(512) 447-1546; [waltermahoney@netscape.net](mailto:waltermahoney@netscape.net)

**EMPLOYMENT**

**Infant/Early Childhood Mental Health Project Coordinator;** Austin Child Guidance Center, October, 2008 to present.

**Program Coordinator II;** Communities In Schools of Central Texas, October 2001, through August 31, 2008. Coordinator of Home Instruction for Parents of Preschool Youngsters (HIPPY); responsible for delivery of quality program serving parents of children ages three to five, including hiring, training, and supervising staff and maintaining budget.

**Childcare Coordinator and Case Manager;** Austin Families, Incorporated (now Family Connections), September 1999 through October, 2001. Case managed low-income families who were working, or in training or school, and receiving childcare voucher assistance; administered childcare vouchers programs for teen parents and families with domestic violence issues; maintained budgets for voucher programs; represented agency in community, particularly in groups concerned with teen parenting and pregnancy prevention and child abuse prevention

**Home Base Visiting Teacher;** Child, Incorporated, September 1984 to May 1994. Taught low-income parents and preschoolers in the areas of early childhood, health, nutrition, social services; assisted in the training and supervising of employees and volunteers, including monitoring home visits; represented the agency in the community; tested hearing of children and adults; assisted in the preparation of grant proposal for the Texas Department of Protective and Regulatory Services.

**OTHER SKILLS AND EXPERIENCE**

Bilingual English/**Spanish**, extensive volunteer work, including neighborhood, church, school, Girl Scouts, service organization (officer, leader, teacher, fund raiser, organizer, writer, committee chair), Citizen Advocate for the ARC of the Capital Area, volunteer supervisor of surgery waiting room at St. David's Hospital

**EDUCATION**

**Master of Science of Social Work** The University of Texas Austin, Texas  
**Bachelor of Arts of Sociology** The University of Texas Austin, Texas

Carolina Arroliga, MA, LPC  
321 Apricot Drive  
Kyle, Texas 78640  
(512) 586-1905  
Carroliga1@gmail.com

## Summary of Qualifications

- Ability to develop instant rapport and build relationships with clients and institute personnel, through maximum attention to detail and providing service beyond expectation
- Successfully utilize skills in diplomacy, tact, problem-solving to effectively handle clients and defuse potentially difficult situations
- Strong organizational and leadership skills; demonstrate talent for managing multitask responsibilities
- Perform effectively both as an autonomous, self motivated individual and as an active contributing team member
- Fluent in English and Spanish, and able to communicate effectively with diverse cultural and socioeconomic populations
- Energetic, flexible, positive demeanor, committed to provide professional service

## Professional Experience

January 2007 to Present	<p>Austin Child Guidance Center, Austin, Texas</p> <ul style="list-style-type: none"><li>- Provide individual, family and group therapy for Spanish speaking clients</li><li>- Responsible for the initial assessment, diagnosis, treatment plan of clients</li><li>- Work in conjunction with school personnel to assist clients in succeeding in their academic and intrapersonal relationships</li><li>- Facilitate group therapy for children ages 9-12 who experience difficulties with peer and family relationships</li><li>- Provide Individual and Family therapy for residents at Juvenile Court</li><li>- Facilitate Multi Family Group at Juvenile Court</li><li>- Program Coordinator of the Next Step Program, a Drug Prevention Program</li><li>- Facilitate the Next Step program in English and Spanish at various schools in the Austin Independent School District</li><li>- Coordinate and provide individual, family and group counseling under the United Way Middle School Matters Program</li></ul>
August 2004 – June 2006	<p>Academy of the Sacred Heart, New Orleans, Louisiana</p> <ul style="list-style-type: none"><li>- Middle School Dean of Students and Campus Minister</li><li>- Created and implemented programs and activities for the school body to enhance self growth, peer communication, problem – solving and service to the community.</li></ul>

- |                         |   |
|-------------------------|---|
| August 2000 – June 2003 | Academy of the Sacred Heart, New Orleans, Louisiana <ul style="list-style-type: none"> <li>- Religion Teacher for grades 5 and 7</li> <li>- Advisor for grade 5</li> <li>- Facilitated retreats and team building activities for student body</li> </ul>  |
| August 1999 – June 2000 | Ursuline Academy, New Orleans, Louisiana <ul style="list-style-type: none"> <li>- Religion Teacher for grades 7 and 8</li> <li>- Retreat Coordinator and Facilitator</li> </ul>   |
| August 1998 – June 1999 | Our Lady of Divine Providence School, Metairie, Louisiana <ul style="list-style-type: none"> <li>- Religion Teacher for grades 6 and 8</li> <li>- Preparation of Liturgies and Sacraments</li> <li>- Co-facilitated retreats for student body</li> </ul>  |
| August 1994 – June 1998 | Corpus Christi Elementary School, Miami, Florida <ul style="list-style-type: none"> <li>- Religion Coordinator and School Counselor</li> <li>- Religion Teacher for grade 6 and 8</li> <li>- Provided training for volunteer staff</li> </ul><br>Archdiocese of Miami <ul style="list-style-type: none"> <li>- Spiritual Director and Counselor for OASIS Young Adult Group</li> <li>- Retreat Coordinator and Facilitator</li> <li>- Coordinator and Facilitator of Mission Program for migrant workers</li> </ul> |
| August 1993 – June 1994 | Sacred Heart Elementary School, Uvalde, Texas <ul style="list-style-type: none"> <li>- Religion Teacher for grades 1 and 5</li> <li>- Coordinator for Adult Education</li> <li>- Youth Coordinator</li> </ul>   |

## Education

- |      |  |
|------|--|
| 2004 | Our Lady of Holy Cross College, New Orleans, Louisiana     |
|      | Masters of Arts – Major: Marriage and Family Counseling    |
| 1993 | Loyola University, New Orleans, Louisiana                  |
|      | Bachelor of Arts – Major: Religious Education and Ministry |
| 1982 | Teresian Catholic School, Managua, Nicaragua               |
|      | High School Diploma  |

## Certification

- |              |   |
|--------------|---|
| July 2009    | License Professional Counselor, Texas         |
| January 2007 | Licensed Professional Counselor Intern, Texas |
| October 2006 | National Certified Counselor                  |



**Austin Child Guidance Center – Position Descriptions**

***Underserved Families Mental Health Program***

Executive Director

Director of Program Services

Director of Psychological Services

Director of Finance and Operations

Project Coordinator, Center-Based Services

Therapist III (Project Coordinator)

Therapist II

Therapist II (Bi-lingual)

Therapist I

Psychologist

Infant/Early Childhood Mental Health Specialist / Therapist

Financial Specialist

Intake Specialist

Administrative Assistant / Insurance Specialist

**Austin Child Guidance Center  
JOB DESCRIPTION**

**A. POSITION TITLE**

Executive Director

**B. DIRECT SUPERVISOR'S TITLE**

Board of Directors

**C. JOB STATUS**

Exempt

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Master's level or above in administration, psychology, social work, or related field
- Meets or exceeds all performance expectations
- Demonstrated executive leadership abilities
- Demonstrated management ability

**E. DUTIES AND RESPONSIBILITIES**

- Maintains a close working relationship with the Board of Directors, keeping them informed of ACGC's activities, progress and problems
- Facilitates the decision making process for the board
- Manages the agency as a whole in a professional manner
- Maintains a commitment to the needs of the clients seen at ACGC
- Monitors the fiscal management of ACGC
- Represents ACGC to the public in a positive and professional manner
- Provides effective leadership of staff

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively, both orally and in writing.
- Ability to treat both staff and community representatives with respect.
- Ability to maintain accurate, current records and prepare clear, concise and legible reports.

**G. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

## JOB DESCRIPTION

**Position Title:** Director of Program Services

**Direct Supervisor's Title:** Executive Director

**Positions Supervised:** LCSW staff; Project Coordinators

**Role Summary:** The Director of Program Services, working with and reporting to the Executive Director, will be responsible for the overall delivery of psychotherapy services to children and families in on-site and off-site projects. The Director of Program Services will provide leadership and ensure clinical supervision to all clinical staff within the agency with the exception of those staff in psychological services; assist with management of grants, contracts, and projects; and participate in community organizations and initiatives. Working strategically as a member of the agency's management team, the Director of Program Services will be responsible for ensuring that the highest standard of clinical care is delivered and that clinical operations are in compliance with all applicable local, state and federal laws and regulations and Joint Commission accreditation standards for behavioral health care.

### **Duties and Responsibilities:**

- **Operational Leadership**
  - Use the resources of the agency to deliver, in both quality and quantity, the activities and targets agreed to and defined by various grants, contracts, and the board of directors.
  - Liaison with administrative and clinical staff to ensure that activities across the agency are appropriately coordinated and integrated.
  - Responsible for the efficient and effective use of assigned budget(s) to deliver the agreed contract(s), monitoring budget for efficient deployment of the agency's resources, and negotiating budget and funding issues as needed in coordination with the Administrative Director.
  - Establish a working relationship with external partners to ensure that the needs of clients across services are met.
  - Develop systems to provide clinical information to staff to enable them to benchmark and audit their clinical practice so as to improve the client's outcome experience with the agency.
  - Provide direct clinical services at expected caseload levels and complete agency documentation requirements.
  - Responsible for performance management, including appraisal and review of job plans, for personnel supervised, on at least an annual basis, and ensure that personnel development plans are in line with agency objectives.
  - Function as the clinical team co-leader (with the Director of Psychological Services), fostering both executive leadership in directing and implementing agency policies and procedures and legislative leadership, i.e. an open and inclusive style of management to facilitate team communication and collaboration.
- **Professional Leadership**
  - Ensure the highest standards of clinical effectiveness in the agency, including adhering to local and national standards or regulations (e.g., Joint Commission, HIPAA).
  - Develop and continually review the agency's vision and strategic plans and be responsible for the delivery of those strategic plans with the agency, including strategies for auditing clinical services, clinical risk management, and public and client involvement

- When appropriate, be available to act as a spokesperson for the agency with the media in regard to child and family mental health issues.
- Strategic Leadership
  - Constantly review the performance of agency programs, use vision to redesign services as necessary, and negotiate support for implementation of new policies and for development of new services
  - Function as a member of the organization's management team with responsibility to contribute to strategic development as well as for operational excellence.
  - Advise the Executive Director of clinical priorities and pressures on agency staff under his/her direction, and be an active participant in local development plan negotiations.
  - Work in partnership with other organizations to ensure collaboration and coordination of client services and staff policies across the local systems serving children and their families.
  - Liaison with university programs that train students and professionals on evidence-based practices.

### **Critical Skills and Qualifications:**

#### Qualifications

- Minimum of a Master's degree in the mental health field.
- Experience in leadership roles in organizations.
- Licensure at the highest level possible in discipline.
- Five or more years providing direct clinical services to children and families.
- Five or more years experience as an approved supervisor by a recognized licensing/certification agency.

#### Critical Skills:

- Ability to analyze data, produce reports, and manage grant and contract budgets.
- Ability to function in a management capacity.
- Clinical and organizational expertise in program conceptualization and implementation.
- Leadership abilities.
- Knowledge of current trends in children's mental health services and use of evidence-based practices.
- High level of integrity, trust and cultural sensitivity.
- High level of recognition and respect in the professional community.
- Excellent oral and written communication skills.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

### **Comments**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements.

## JOB DESCRIPTION

**Position Title:** Director of Psychological Services

**Direct Supervisor's Title:** Executive Director

**Positions Supervised:** Staff Psychologists; Contract Psychologists; LPC Clinical Supervisor; Post Doctoral Intern; Psychology Practicum students

**Role Summary:** The Director of Psychological Services, working with and reporting to the Executive Director, will be responsible for the overall delivery of psychological services to children and families. The Director of Psychological Services will provide leadership and ensure clinical supervision to all clinical staff within the agency's psychological services; assist with management of grants, contracts, and projects; and participate in community organizations and initiatives. Working strategically as a member of the agency's management team, the Director of Psychological Services will be responsible for ensuring that the highest standard of clinical care is delivered and that clinical operations are in compliance with all applicable local, state and federal laws and regulations and Joint Commission accreditation standards for behavioral health care.

### **Duties and Responsibilities:**

- Operational Leadership
  - Use the resources of the agency to deliver, in both quality and quantity, the activities and targets agreed to and defined by various grants, contracts, and the board of directors.
  - Liaison with administrative and clinical staff to ensure that psychological services activities across the agency are appropriately coordinated and integrated.
  - Responsible for the efficient and effective use of assigned budget(s) to deliver the agreed contract(s), monitoring budget for efficient deployment of the agency's resources, and negotiating budget and funding issues as needed in coordination with the Administrative Director.
  - Establish a working relationship with external partners to ensure that the needs of clients across services are met.
  - Provide direct clinical services at expected caseload levels and complete agency documentation requirements.
  - Responsible for performance management, including appraisal and review of job plans, for personnel supervised, on at least an annual basis, and ensure that personnel development plans are in line with agency objectives.
  - Function as the clinical team co-leader (with the Director of Program Services), fostering both executive leadership in directing and implementing agency policies and procedures and legislative leadership, i.e. an open and inclusive style of management to facilitate team communication and collaboration.
- Professional Leadership
  - Ensure the highest standards of clinical effectiveness in the agency, including adhering to local and national standards or regulations (e.g., Joint Commission, HIPAA).
  - Ensure that the training and development needs of all agency staff are identified and a training plan put in place.
  - Develop and continually review the agency's vision and strategic plans and be responsible for the delivery of those strategic plans with the agency, including strategies for auditing clinical services, clinical risk management, and public and client involvement

- When appropriate, be available to act as a spokesperson for the agency with the media in regard to child and family mental health issues.
- Strategic Leadership
  - Constantly review the performance of agency programs, use vision to redesign services as necessary, and negotiate support for implementation of new policies and for development of new services
  - Function as a member of the organization's management team with responsibility to contribute to strategic development as well as for operational excellence.
  - Advise the Executive Director of clinical priorities and pressures on agency staff under his/her direction, and be an active participant in local development plan negotiations.
  - Work in partnership with other organizations to ensure collaboration and coordination of client services and staff policies across the local systems serving children and their families.
  - Liaison with university programs that train students and professionals on evidence-based practices.

### **Critical Skills and Qualifications:**

#### Qualifications

- Doctoral Level degree in psychology
- Licensed as a psychologist in the State of Texas..
- Experience in leadership roles in organizations.
- Five or more years providing direct clinical services to children and families.
- Five or more years experience as an approved supervisor by a recognized licensing/certification agency.

#### Critical Skills:

- Ability to analyze data, produce reports, and manage grant and contract budgets.
- Ability to function in a management capacity.
- Clinical and organizational expertise in program conceptualization and implementation.
- Leadership abilities.
- Knowledge of current trends in children's mental health services and use of evidence-based practices.
- High level of integrity, trust and cultural sensitivity.
- High level of recognition and respect in the professional community.
- Excellent oral and written communication skills.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

### **Comments**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements.

## JOB DESCRIPTION

**Position Title:** Director of Finance and Operations

**Direct Supervisor's Title:** Executive Director

**Positions Supervised:** Financial Specialist, Office Manager / Senior Insurance Specialist, contract financial staff

**Role Summary:** The Director of Finance and Operations is responsible for the financial and operational aspects of Austin Child Guidance Center. The DFO oversees the accounting, bookkeeping, and financial systems, and works closely with the Executive Director in budgeting and reporting to the board and other constituencies. The DFO is responsible for the oversight, billing, and reporting for multiple grants and contracts; works closely with the development department on accounting, reporting, and acknowledging donations; and works with the insurance specialists to track, account, and report on program related income. The DFO provides leadership and direction for the administrative staff and is responsible for the operations of the agency. This position supervises the Office Manager, who is the direct supervisor for clerical staff, receptionists, and other administrative staff members. The DFO is part of the agency's management team, which provides overall leadership and direction to the organization.

**Duties and Responsibilities:**

- Participates as a member of the agency's management team, overseeing the operations and provision of service to the agency
- Responsible for accounting, bookkeeping, accounts receivable and payable, billing, and reporting for the agency
- Supervises financial staff and consultants
- Supervises Office Manager, and is responsible for ensuring the administrative functions of the agency (insurance, human resources, physical plant operations, administrative support, contracted services, reception, and technology) support the effective and efficient provision of services
- Oversees grants and contracts; maintains fiscal and programmatic material for monthly/quarterly reporting; prepares budgets and budget revisions; meets with all monitors/auditors for such grants and contracts.
- Works with Executive Director to prepare annual budget and revisions; monitors budget expenses and revenues on an ongoing basis.
- Develops and prepares financial forecasts and trend analyses to inform management, board and other stakeholders
- Develops and revises policies and procedures for financial and administrative processes
- Arranges and oversees annual audit, tax return, and all other required legal and financial documents / processes of the agency
- Assures that statements and reports regarding accounts receivable are prepared in a timely manner.
- Assures monthly bank reconciliations and preparation of all ledgers and journals.
- Assures that payroll is prepared properly and that quarterly tax reports are accurate and timely.
- Assures that the employee retirement program is managed in an accurate and timely manner.
- Other duties as assigned



## **Critical Skills and Qualifications:**

### Qualifications

- Bachelor's degree or above (Master's degree preferred) in business, social work, non-profit administration, or a related field
- Extensive experience in the management and leadership of complex business operations of similarly funded agencies
- Extensive experience and deep understanding of non-profit accounting, budgeting, and financial reporting

### Critical Skills:

- Demonstrated experience in budgeting and fiscal accountability
- Demonstrated experience in administrative accountability
- Systems-level thinking, and the ability to design, implement and evaluate processes to create efficiencies
- Demonstrated supervisory abilities
- High level of integrity, trust and cultural sensitivity.
- Excellent oral and written communication skills.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

## **Comments**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements.

## **Salary / Benefits & Starting Date**

The Director of Finance and Operations is a full-time position, available 3/1/14. Salary is competitive and commensurate with experience. Benefits include health and dental care, pension, and generous leave provisions.

Interested individuals should submit a cover letter, resume, references and salary requirements to Executive Director Russell Smith, LMSW at [rsmith@austinchildguidance.org](mailto:rsmith@austinchildguidance.org). No phone calls please.

**Austin Child Guidance Center  
JOB DESCRIPTION**

**A. POSITION TITLE**

Project Coordinator – Center-Based Services

**B. DIRECT SUPERVISOR'S TITLE**

Director of Program Services

**C. POSITIONS SUPERVISED**

Associate staff (social work, marriage and family, and practical counselor practicum students and interns) and / or project staff therapists

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Possess a minimum of Master's Level degree in mental health counseling
- Licensed at highest level for respective degree
- Approved supervisor in the state of Texas for respective degree
- Demonstrated clinical abilities
- Demonstrated leadership abilities
- Experience working with ethnically and socio-economically diverse children and families
- Strong working knowledge of insurance, Medicaid and CHIP systems and processes

**E. DUTIES AND RESPONSIBILITIES**

- Provides psychotherapy/counseling services to a diverse clinical population utilizing a variety of treatment modalities, individual, group and family psychotherapy.
- Conducts intake sessions which include evaluations, diagnosis and treatment planning, and risk assessment.
- Maintains client contact hours and caseloads at expected levels.
- Completes all agency documentation requirements in a timely manner.
- Adheres to agency Policy and Procedures.
- Collaborates and coordinates with relevant community health persons and organizations.
- Attends all required agency meetings and trainings including team meetings, clinical meetings, all staff meetings and clinical training workshops.
- Coordinates specific grants, contracts, or projects.
- Furthers the mission of Austin Child Guidance Center through active support of its strategic goals.
- Some services may be provided offsite in community settings. Therefore, a valid driver's license, automobile insurance coverage and access to an automobile are required.
- Functions as a clinical leader of the agency by actively participating in agency meetings, including Interdisciplinary Case Staffing as well as Supervisor's meetings.

- Provides administrative and clinical direction and oversight to staff in identified projects.
- Continually assesses the needs of the agency, clients, and staff and identifies ways of prioritizing and addressing these needs.
- Works in collaboration with other Coordinators and staff, and under the direction of Director of Program Services.

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively with professionals and clients/families.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to treat both staff and clients with respect.
- Ability to maintain accurate, current records and prepare clear, concise and legible reports

**G. PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

**H. COMMENTS:**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change duties at any time.

Salary range \$44 - \$48k.

**Austin Child Guidance Center**  
**JOB DESCRIPTION**

**A. POSITION TITLE**

Therapist III (project coordinator)

**B. DIRECT SUPERVISOR'S TITLE**

Director of Program Services

**C. POSITIONS SUPERVISED**

Associate staff (social work, marriage and family, and practical counselor practicum students and interns) or project staff therapists

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Possess Master's Level degree in mental health counseling
- Licensed at highest level for respective degree
- Approved supervisor in the state of Texas for respective degree
- Demonstrated clinical abilities
- Demonstrated leadership abilities
- Experience working with ethnically and socio-economically diverse children and families

**E. DUTIES AND RESPONSIBILITIES**

- Provides psychotherapy/counseling services to a diverse clinical population utilizing a variety of treatment modalities, individual, group and family psychotherapy.
- Conducts intake sessions which include evaluations, diagnosis and treatment planning, and risk assessment.
- Maintains client contact hours and caseloads at expected levels.
- Completes all agency documentation requirements in a timely manner.
- Adheres to agency Policy and Procedures.
- Collaborates and coordinates with relevant community health persons and organizations.
- Attends all required agency meetings and trainings including team meetings, clinical meetings, all staff meetings and clinical training workshops.
- Coordinates specific grants, contracts, or projects.
- Furthers the mission of Austin Child Guidance Center through active support of its strategic goals.
- Some services may be provided offsite in community settings. Therefore, a valid driver's license, automobile insurance coverage and access to an automobile are required.

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively with professionals and clients/families.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to treat both staff and clients with respect.

- Ability to maintain accurate, current records and prepare clear, concise and legible reports

**G. PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

**H. COMMENTS:**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change duties at any time.

**Austin Child Guidance Center  
JOB DESCRIPTION**

**A. POSITION TITLE**

Therapist II

**B. DIRECT SUPERVISOR'S TITLE**

Director of Program Services, Project Coordinator, Center-Based Services or Project Coordinator, Juvenile Court Services

**C. JOB STATUS**

Exempt

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Possess Master's Level degree in mental health counseling
- Licensed at highest level for respective degree
- Demonstrated clinical abilities
- Demonstrated leadership abilities
- Experience working with ethnically and socio-economically diverse children and families

**E. DUTIES AND RESPONSIBILITIES**

- Provides psychotherapy/counseling services to a diverse clinical population utilizing a variety of treatment modalities, including individual, group and family psychotherapy.
- Conducts intake sessions which include psychosocial evaluations, diagnosis and treatment planning, and risk assessment.
- Maintains client contact hours and caseloads at expected levels.
- Completes all agency documentation requirements in a timely manner.
- Adheres to agency Policies and Procedures.
- Collaborates and coordinates with relevant community health persons, agencies and organizations.
- Attends all required agency meetings and trainings including team meetings, clinical meetings, all staff meetings and clinical training workshops.
- Furthers the mission of Austin Child Guidance Center through active support of its strategic goals.
- Some services may be provided offsite in community settings. Therefore, a valid driver's license, automobile insurance coverage and access to an automobile are required.
- At discretion of Director of Program Services may assume responsibilities for other duties.

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively with professionals and clients/families.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to treat both staff and clients with respect.
- Ability to maintain accurate, current records and prepare clear, concise and legible reports

**G. PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

**H. COMMENTS:**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change duties at any time.



## **Austin Child Guidance Center - JOB DESCRIPTION**

**A. POSITION TITLE** Therapist II (Bi-lingual)

**B. DIRECT SUPERVISOR'S TITLE**

Project Coordinator, Center-Based Services

**C. JOB STATUS / ANNUAL SALARY RANGE**

Exempt, Full Time (40 hours per week) / \$35,000 - \$45,000

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Possess Master's Level degree in mental health counseling
- Licensed at highest level for respective degree
- Demonstrated clinical abilities & demonstrated leadership abilities
- Experience working with ethnically and socio-economically diverse children and families
- Bi-lingual (English / Spanish) required

**E. DUTIES AND RESPONSIBILITIES**

- Utilizes clinical knowledge and skills to provide evidence-based psychotherapy/counseling services to a diverse clinical population utilizing a variety of treatment modalities, including individual, group and family psychotherapy.
- Conducts intake sessions which include psychosocial evaluations, diagnosis and treatment planning, and risk assessment.
- Maintains client contact hours and caseloads at expected levels.
- Completes all agency documentation requirements in a timely manner.
- Adheres to agency Policy and Procedures.
- Collaborates and coordinates with relevant community health persons, agencies and organizations.
- Attends and participates during weekly individual supervision.
- Attends all required agency meetings and trainings including team meetings, clinical meetings, all staff meetings and clinical training workshops.
- Furthers the mission of ACGC through active support of the strategic goals.
- Some services may be provided offsite in community settings. Therefore, a valid driver's license, automobile insurance coverage and access to an automobile are required.
- At discretion of Program Coordinator, may assume responsibilities for other duties

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively with professionals and clients/families.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to treat both staff and clients with respect.
- Ability to maintain accurate, current records and prepare clear, concise and legible reports

**G. TRAVEL** - This position may require local travel to provide services throughout the central Texas community. Time spent in travel will be limited to approximately 25% of the employee's weekly efforts

**Austin Child Guidance Center**  
**JOB DESCRIPTION**

**A. POSITION TITLE**

Therapist I

**B. DIRECT SUPERVISOR'S TITLE**

Director of Program Services, Project Coordinator, Center-Based Services or Project Coordinator, Juvenile Court Services

**C: JOB STATUS**

Exempt

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Possess Master's Level degree in mental health counseling
- Possess other credentials necessary for practice under the supervision of a licensed professional
- Experience working with ethnically and socio-economically diverse children and families

**E. DUTIES AND RESPONSIBILITIES**

- Utilizes clinical knowledge and skills to provide psychotherapy/counseling services to a diverse clinical population utilizing a variety of treatment modalities, including individual, group and family psychotherapy.
- Conducts intake sessions which include psychosocial evaluations, diagnosis and treatment planning, and risk assessment.
- Maintains client contact hours and caseloads at expected levels.
- Completes all agency documentation requirements in a timely manner.
- Adheres to agency Policy and Procedures.
- Collaborates and coordinates with relevant community health persons, agencies and organizations.
- Attends and participates during weekly individual supervision.
- Attends all required agency meetings and trainings including team meetings, clinical meetings, all staff meetings and clinical training workshops.
- Actively works towards licensure in respective field.
- Furthers the mission of Austin Child Guidance Center through active support of the strategic goals.
- Some services may be provided offsite in community settings. Therefore, a valid driver's license, automobile insurance coverage and access to an automobile are required.

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively with professionals and clients/families.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to treat both staff and clients with respect.

- Ability to maintain accurate, current records and prepare clear, concise and legible reports

**G. PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

**H. COMMENTS:**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change duties at any time.

**Austin Child Guidance Center  
JOB DESCRIPTION**

**A. POSITION TITLE**

Psychologist (Licensed Psychologist)

**B. DIRECT SUPERVISOR'S TITLE**

Director of Psychological Services

**C. POSITIONS SUPERVISED**

Associate staff (practicum students and interns)

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Possess Doctoral Level degree in Psychology
- Licensed as a Psychologist in the state of Texas
- Demonstrated clinical abilities
- Demonstrated leadership abilities
- Demonstrated supervisory skills
- Experience working with ethnically and socio-economically diverse children and families

**E. DUTIES AND RESPONSIBILITIES**

- Provides psychological assessments
- Conducts intake sessions which include evaluations, diagnosis and treatment planning, and risk assessment
- Maintains client contact hours and caseloads at expected levels
- Completes all agency documentation requirements in a timely manner
- Adheres to agency Policy and Procedures
- Collaborates and coordinates with relevant community health persons, organizations, and agencies
- Attends required agency meetings (i.e., All Staff Meeting, Inter-disciplinary clinical staffing, and other meetings as defined by Director of Psychological Services)
- At the discretion of the Director of Psychological Services may assume responsibilities for other duties associated with specific grants, contracts, or projects as assigned
- Provides weekly supervision to assigned associate staff and maintains supervision log
- Furthers the mission of Austin Child Guidance Center through active support of strategic goals

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter
- Ability to communicate effectively with professionals and clients/families
- Ability to treat both staff and clients with respect
- Ability to maintain accurate, current records and prepare clear, concise and legible reports

**G. PREFERRED QUALIFICATIONS**

- Proficiency in assessment for autism spectrum disorders
- Proficiency in assessment of young children

**H. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes
- Vision adequate to read correspondence, computer screen, forms, etc.
- Strength and motor skills to manage some of the manipulative items associated with particular testing measures

**I. COMMENTS**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change duties at any time.

**J. SALARY RANGE**

**Austin Child Guidance Center  
JOB DESCRIPTION**

**A. POSITION TITLE**

Infant/Early Childhood Mental Health Specialist/Therapist

**B. DIRECT SUPERVISOR'S TITLE**

Director of Program Services

**C: JOB STATUS**

Exempt

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Possess Master's Level degree in mental health counseling
- Possess other credentials necessary for practice under the supervision of a licensed professional
- Experience working with ethnically and socio-economically diverse children and families

**E. DUTIES AND RESPONSIBILITIES**

Provide a variety of services to day care/child development centers as follows:

- Provide Early Screening Assessments to identify preschool children with potential school adjustment problems and aid center teachers in implementing classroom procedures to prevent and remediate adjustment problems.
- Identify children needing psychological and neuropsychological assessment to aid families in finding the "best fit" in school placement.
- Provide educational trainings addressing children's developmental and emotional needs and provide clinical support to staff and parents.
- Attend center staffings regarding children's emotional/behavioral needs.
- Provide intake evaluations and clinical assessments which include diagnoses, treatment plans and goals.
- Provides evidenced-based individual, family, and group therapy to children at childcare centers as well as on-site clients.
- Provide parent groups in various formats including "parents only" and parent and child play groups.
- Completes all agency documentation requirements in a timely manner.
- Adheres to agency Policy and Procedures.
- Collaborates and coordinates with relevant community health persons, agencies and organizations.
- Attends and participates during weekly individual supervision.
- Attends all required agency meetings and trainings including team meetings, clinical meetings, all staff meetings and clinical training workshops.
- Actively works towards licensure in respective field.
- Furthers the mission of Austin Child Guidance Center through active support of the strategic goals.

- Some services may be provided offsite in community settings. Therefore, a valid driver's license, automobile insurance coverage and access to an automobile are required.

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively with professionals and clients/families.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to treat both staff and clients with respect.
- Ability to maintain accurate, current records and prepare clear, concise and legible reports

**G. PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

**H. COMMENTS:**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change duties at any time.



**Austin Child Guidance Center  
JOB DESCRIPTION**

**A. POSITION TITLE**

Financial Specialist

**B. DIRECT SUPERVISOR'S TITLE**

CFO/Director of Administrative Services

**C. POSITIONS SUPERVISED**

None

**D. EDUCATIONAL AND EXPERIENCE REQUIREMENTS**

- Bachelor's Degree or above in accounting or related field
- Minimum of three years experience with a combination of accounting, budgeting, bookkeeping, and other financial activities, preferably in a non-profit environment
- Ideal candidate will have understanding of and experience working with diverse funding sources and experience in financial and grant reporting
- Must be proficient in Microsoft Office applications. Experience with Quick Books and Raiser's Edge a plus.
- Must be detail oriented and able to balance multiple priorities

**E. DUTIES AND RESPONSIBILITIES**

- Works with CFO to ensure accurate and timely financial documentation and reporting of all activities of the agency.
- Financial activities include: bank deposits; reconciliations; tracking and recording timesheets; client fees; processing credit card payments; and billing.
- Assists in preparation of budgets and monthly financial statements
- Assists in preparation and submission of data reports to funding sources
- Inputs client information into agency's service database
- Prepares donation acknowledgements for grants and donations received and inputs donor and grant donation information into the donor database.
- Assists in annual financial audit and preparation of tax return
- Prepares financial and data reports for use by management team, board, and other stakeholders
- Keeps track of grant and contract reporting timelines to ensure timely reporting
- As member of administrative team, supports the administrative functions of the agency as needed
- Furthers the mission of Austin Child Guidance Center through active support of strategic goals.

**F. SPECIAL ATTRIBUTES**

- Ability to set priorities, be organized and be a self-starter.
- Ability to communicate effectively, both orally and in writing.
- Ability to treat both staff and community representatives with respect.
- Ability to maintain accurate, current records and prepare clear, concise and legible reports.

**G. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
- Vision adequate to read correspondence, computer screen, forms, etc.

**H. COMMENTS**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change duties at any time.

**Austin Child Guidance Center  
JOB DESCRIPTION**

**A. Position Title**  
Intake Specialist

**B. Direct Supervisor's Title**  
Coordinator of Center-Based Services

**C. Positions Supervised**  
None

**D. Required Qualifications**

- Associate's or Bachelor's degree in human services/psychology/social work or related field
- Experience in social services or non-profit, including psychology or social work fields
- Customer-service orientation, with demonstrated interpersonal skills for telephone intake procedures, and demonstrated face-to-face communication skills for intake services
- Demonstrated knowledge of the use of computers and other standard office equipment.
- Demonstrated ability to communicate effectively, both verbally and in writing, with all levels and systems in the agency (client, clinical, administrative, management, board, community)
- Demonstrated familiarity of Austin resources for children and families.
- Demonstrated leadership abilities (takes initiative in organizational problem solving; ability to work collaboratively with both intra- and inter-agency individuals and groups; ability to coordinate and manage multiple tasks; ability to manage job duties in an efficient and professional manner; maintains and models effective, professional work relationships; takes initiative to resolve interpersonal conflicts).
- Bi-lingual (Spanish/English) strongly preferred.

**E. Responsibilities**

- Participates in administrative team.
- Schedules, coordinates, and manages intake services for agency
- Screens calls for appropriateness for services at the center. Refers callers out as necessary or to other ACGC services
- Tracks call log and intake data.
- Oversees waiting lists for various services (e.g., Spanish-speaking clients, psychological evaluations).
- Participates in continuing education and trainings both inside and outside the agency.
- Assists with the implementation of program initiatives as assigned.
- Completes all agency documentation requirements in a timely manner.
- Attends weekly administrative meetings, weekly intake meetings, monthly all staff meetings, and weekly meetings with supervisor.
- Works collaboratively and cooperatively with agency personnel.
- Works collaboratively and cooperatively with others outside the agency as required.
- Other responsibilities as assigned by supervisor.

**F. Miscellaneous**

Salary Range: \$30,000-\$35,000

**Austin child Guidance Center  
JOB DESCRIPTION**

**Position title:** Administrative Assistant/Insurance Specialist

**Direct Supervisor's Title:** Office Manager/Senior Insurance Specialist

**Role Summary:** The Administrative Assistant/Insurance Specialist is an integral part of the administrative team and works closely with other administrative team members. This position ensures that the maximum amount possible is collected from insurance and client fees. This position serves as co-coordinator of the safety and environment functions of the agency, in compliance with Joint Commission accreditation standards for behavioral health care. The Administrative Assistant/Insurance Specialist also works closely with clinical staff who provide services to insurance clients and with the agency psychiatrist, maintaining their schedules and assigning appropriate cases to those individuals.

**Duties and Responsibilities**

- Insurance & Client Fee Billing
  - Work closely with insurance clients to assure appropriate assignment.
  - Maintain authorization for service renewals
  - Submit insurance billings and follow up on payments not received
  - Work closely with non-insurance fee based clients to ensure accurate and timely payment for the services they receive and to make adjustments to their fee contracts when needed.
  - Prepare and mail monthly billing statements for fee based clients.
  - Work with Administrative Director to consolidate income from insurance and fee based clients
  - Knowledge of and adherence to local and national standards (e.g. HIPAA).
- Intake Services
  - Serves as back-up to agency Intake Specialist.
  - Provides intake services to insurance clients, assigning those individuals to appropriate clinical staff and scheduling their initial appointments.
- Psychiatric Assistant Services
  - Works closely with agency Psychiatrist including scheduling appointments for initial Psychiatric Evaluations.
  - Administratively reviews charts for proper psychiatric/medication documentation according to agency procedures and Joint Commission standards.

**Critical Skills and Qualifications:****Qualifications**

- Minimum of graduation from high school or GED with 5 years experience in a similar setting, or
- Bachelor's degree from an accredited university with 1 year experience.
- Experience with Microsoft Word, Excel and Outlook

**Critical Skills**

- Ability to analyze data and produce reports.
- High level of integrity, trust and cultural sensitivity.
- Good oral and written communication skills.
- Ability to work collaboratively with co-workers.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volume.
- Vision adequate to read correspondence, computer screen, forms, etc.

**Comments:**

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements.

**Applications Funded in Response to RFP EAD0116**  
**Self Sufficiency Social Services**

<b>Evaluation Score</b>	<b>Agency Name</b>	<b>Program Name</b>	<b>37-Month Funding</b>	<b>3, 12-Month Extension Options</b>	<b>Total Contract Amount</b>
118	Youth & Family Alliance (Lifeworks)	Collective Impact Continuum	\$2,428,800	\$809,600	\$4,857,600
115	Meals on Wheels and More	Meals on Wheels	\$1,302,849	\$434,283	\$2,605,698
115	Any Baby Can	Ready Families Collaborative (C-11)	\$4,459,737	\$1,486,579	\$8,919,474
115	Austin Child Guidance Center	Underserved Families Mental Health Program	\$536,376	\$178,792	\$1,072,752
114	Casa Marianella	Emergency Shelter	\$544,320	\$181,440	\$1,088,640
113	Communities in Schools	Case Management & Pebble Project	\$1,427,469	\$475,823	\$2,854,938
113	Travis County Domestic ... (SafePlace)	Expect Respect	\$494,760	\$164,920	\$989,520
113	Theatre Action Project (Creative Action)	Del Valle Collaborative Afterschool Program (C-3)	\$845,934	\$281,978	\$1,691,868
113	Family Eldercare	Living Well Collaborative (C-6)	\$514,764	\$171,588	\$1,029,528
111	Travis County Domestic ... (SafePlace)	Victim Services	\$2,166,000	\$722,000	\$4,332,000
111	Family Eldercare	Counseling Services	\$164,955	\$54,985	\$329,910
111	Caritas of Austin	BSS+ (C-12)	\$9,992,721	\$3,330,907	\$19,985,442
110	Austin Recovery	Self Sufficiency Continuum Services	\$1,371,249	\$457,083	\$2,742,498
110	Caritas of Austin	Mental and Behavioral Health Services	\$643,377	\$214,459	\$1,286,754
110	The ARC of the Capital Area	Family & Juvenile Transition Services	\$183,726	\$61,242	\$367,452
109	Family Eldercare	Money Management	\$210,000	\$70,000	\$420,000
109	Foundation Communities	Afterschool Summer Youth Program	\$420,000	\$140,000	\$840,000
109	Capital Area Food Bank	Food Bank Services	\$681,141	\$227,047	\$1,362,282
109	Foundation Communities	Tax Prep & Financial Programs	\$371,250	\$123,750	\$742,500
108	VinCare Services of Austin	Saint Louise House	\$273,000	\$91,000	\$546,000
107	Helping the Aging, Needy and Disabled (HAND)	Charitable Care/Sliding Scale	\$120,933	\$40,311	\$241,866
106	Samaritan Center	Whole Body Mental Health Services	\$285,390	\$95,130	\$570,780
106	Foundation for the Homeless	Family Rehousing Initiative	\$713,958	\$237,986	\$1,427,916
106	Austin Children's Shelter	Wrap Around Residential Program	\$264,600	\$88,200	\$529,200
105	Planned Parenthood	Sisters Saving Sisters Program	\$144,612	\$48,204	\$289,224
105	Family Eldercare	Medication Management	\$163,800	\$54,600	\$327,600

Evaluation Score	Agency Name	Program Name	37-Month Funding	3, 12-Month Extension Options	Total Contract Amount
105	Workforce Solutions	Workforce and Education Readiness Continuum (C-13)	\$7,520,967	\$2,506,989	\$15,041,934
104	Salvation Army	Pathways & Partnerships	\$681,864	\$227,288	\$1,363,728
103	Court Appointed Special Advocates (CASA)	Transitioning Youth Program	\$120,000	\$40,000	\$240,000
102	Goodwill Industries Central Texas	Ready to Work	\$2,095,977	\$698,659	\$4,191,954
99	Easter Seals	Housing Services, Early Childhood, Comprehensive Outpatient Rehab, Youth Leaving Services, Adult Services	\$1,002,735	\$334,245	\$2,005,470
97	African American Youth Harvest Foundation	Enrichment of Low Income Youth	\$489,774	\$163,258	\$979,548
97	Texas Rio Grande Legal Aid	Legal Services	\$548,346	\$182,782	\$1,096,692
92	YWCA	YW Counseling & Referral Ctr (YWERC)	\$348,714	\$116,238	\$697,428
90	Austin ISD	Victory	\$615,600	\$205,200	\$1,231,200
82	Austin ISD	Primetime	\$1,921,833	\$640,611	\$3,843,666
82	Child Inc.	Early Steps to School Readiness Summer and After School Program	\$1,293,750	\$431,250	\$2,587,500
*	Council on At-Risk Youth (CARY)	Ounce of Prevention	\$480,000	\$160,000	\$960,000
*	River City Youth Foundation	Dove Springs	\$350,400	\$116,800	\$700,800
Total					\$96,391,362
* Council on At-Risk Youth (CARY) and River City Youth Foundation were disqualified from the RFA process by the Purchasing Office due to non-compliance with the solicitation requirements.					





**TO:** Veronica Lara, Director  
Department of Small and Minority Business Resources

**FROM:** Erin D'Vincent, Senior Buyer

**DATE:** January 15, 2014

**SUBJECT:** Request for Determination of Goals for Solicitation No. EAD0116

Project Name: Self Sufficiency Social Services

Commodity

Code(s): 95243

Estimated Value: \$16,000,000

**Below are scopes of work for this project as determined by the Purchasing Office and Department that are contained in this solicitation.**

The Departmental Point of Contact is: Robert Kingham

at Phone: 972-5026

Per paragraph 8.2.1 of the Rules Governing the Minority and Women Owned Business Enterprise Procurement Program, please determine the use of goals by completing and returning the below endorsement. If you have questions, please call me at 972-4017

☐ Approved w/ Goals

☒ Approved, w/out Goals

Recommend the use of the following goals based on the below reasons:

a. Goals: ☐ % MBE ☐ % WBE

b. Subgoals ☐ % African American ☐ % Hispanic

☐ % Native/Asian American ☐ % WBE

This determination is based on the following reasons:

work.

Insufficient scopes of

Veronica Lara, Director

Date:

1-21-14

cc: Lorena Resendiz